



VA Social Services System (VSSS)

Gartner's Information Technology Customer Satisfaction

Findings Document

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Sections

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Application-Specific Results

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Introduction

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Introduction

Sample Size and Scope

An invitation was distributed to all customers who use Virginia Social Services System's Applications (approximately 11,000 end-users). A total of 1,779 completed surveys were received.

- ❑ Data collection was conducted August 1st through August 23rd.
- ❑ Survey measured end-user's satisfaction in-depth with five (5) major applications, as well as high-level satisfaction with eight (8) minor applications.
- ❑ This presentation contains all the results associated with the five (5) major applications:
 - ADAPT (1,109 responses)
 - APECS (417 responses)
 - OASIS (499 responses)
 - VACIS (465 responses)
 - VAMMIS (553 responses)

All data associated with the eight (8) minor applications has been delivered in excel format.

Areas of analysis include:

- ❑ Respondents importance and satisfaction ratings of five (5) major applications
- ❑ Respondents recommendations for improvement

Introduction

Application-Specific Criteria Definitions

Ease of Use

- includes look and feel, user interface, search capabilities, navigation and operation of the business application.

Performance

- includes availability, speed, responsiveness, through-put and turn around time of the business application.

Quality

- includes reliability, dependability, bug free, and accuracy of the business application.

Functionality

- business application include the functions and capabilities required to support business operations.

Documentation

- includes user's guides, tool tips, on-line help, error messages, search capabilities, etc.

Training

- includes formal (scheduled class sessions) and informal (web, CD, video, documentation).

Communication

- includes communications to and from the home office such as status reports, formal and informal meetings, emails and phone calls.

Support Response and Resolution

- includes escalation process, support timeliness, follow-up, follow-through, and problem resolution.

Support Staff Expertise

- Includes business and technical knowledge.

Introduction

ITCS Survey Methodology

In rating a service, product or overall IS, criteria are

Screened

Is **Availability** important to you?



Weighted

How important?

3

Rated

How **satisfied** are you?

4.2

and Justified

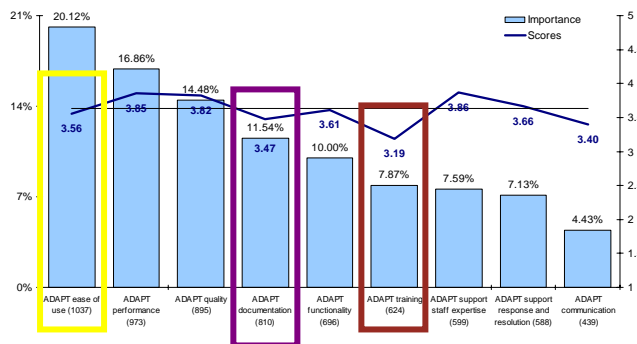
Why? What improvements would increase your satisfaction?

"I need this service after 5 PM, and availability and support are not consistent then."

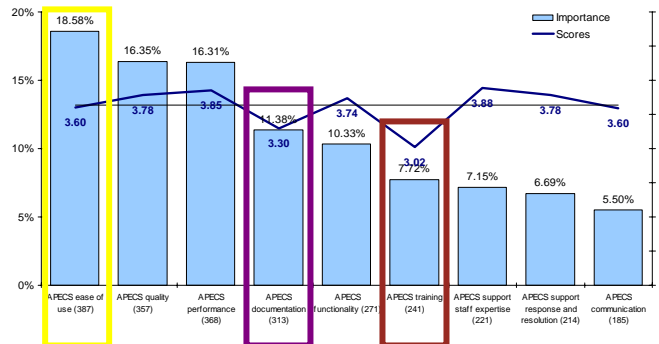
by each respondent.

Summary - All applications

ADAPT 3.64



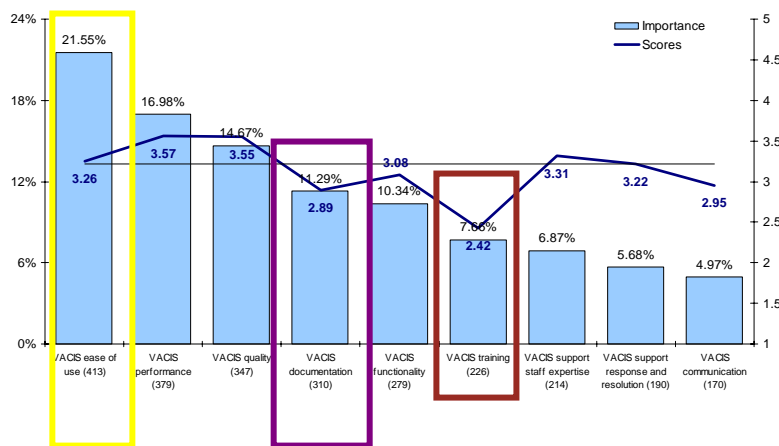
APECS 3.64



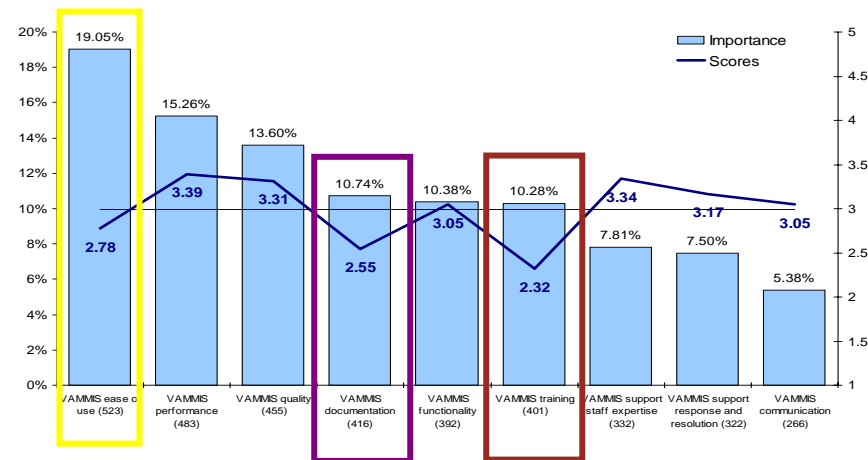
OASIS 3.62



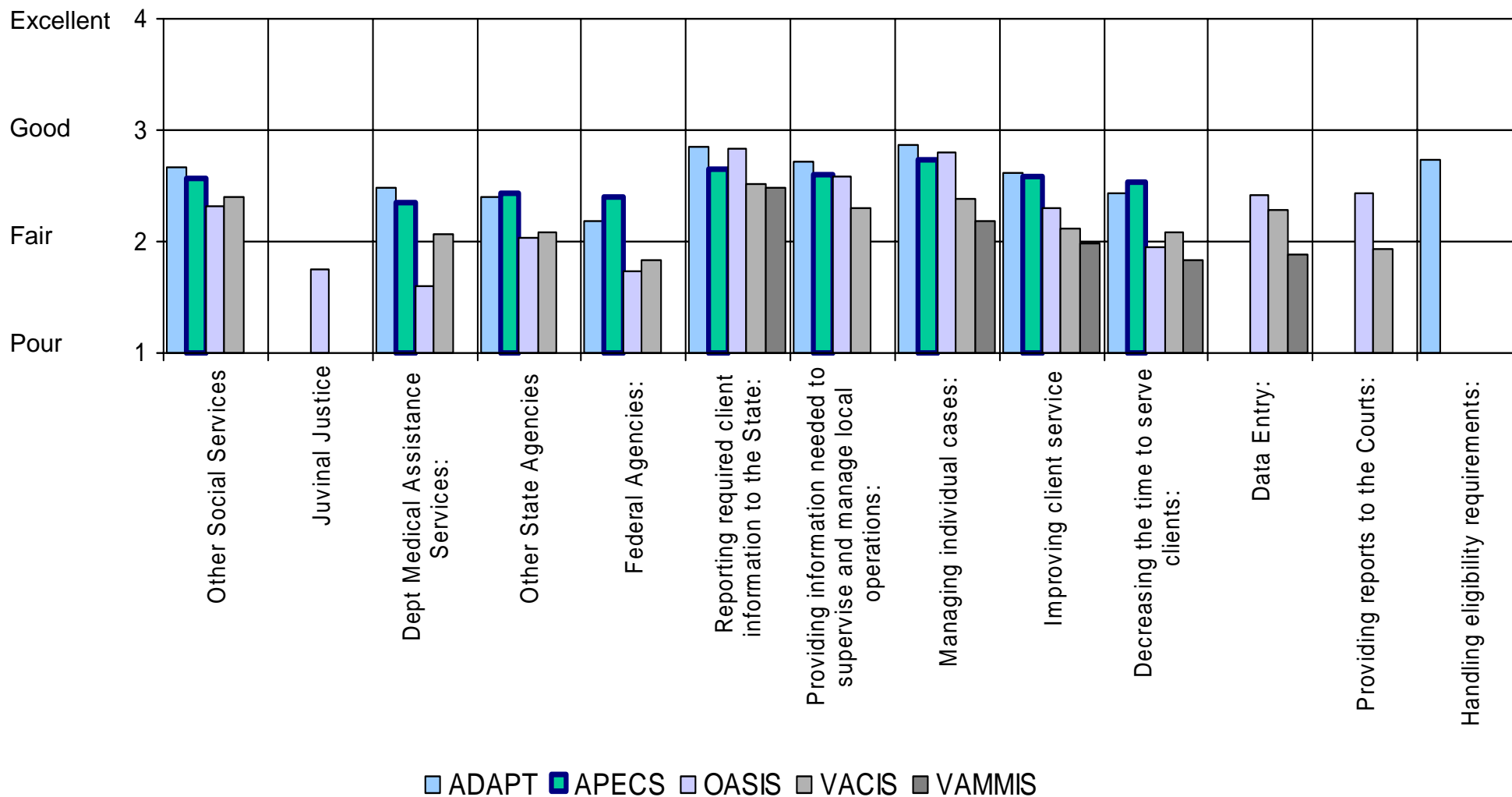
VACIS 3.22



VAMMIS 2.99



Summary - Additional questions





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ADAPT Results

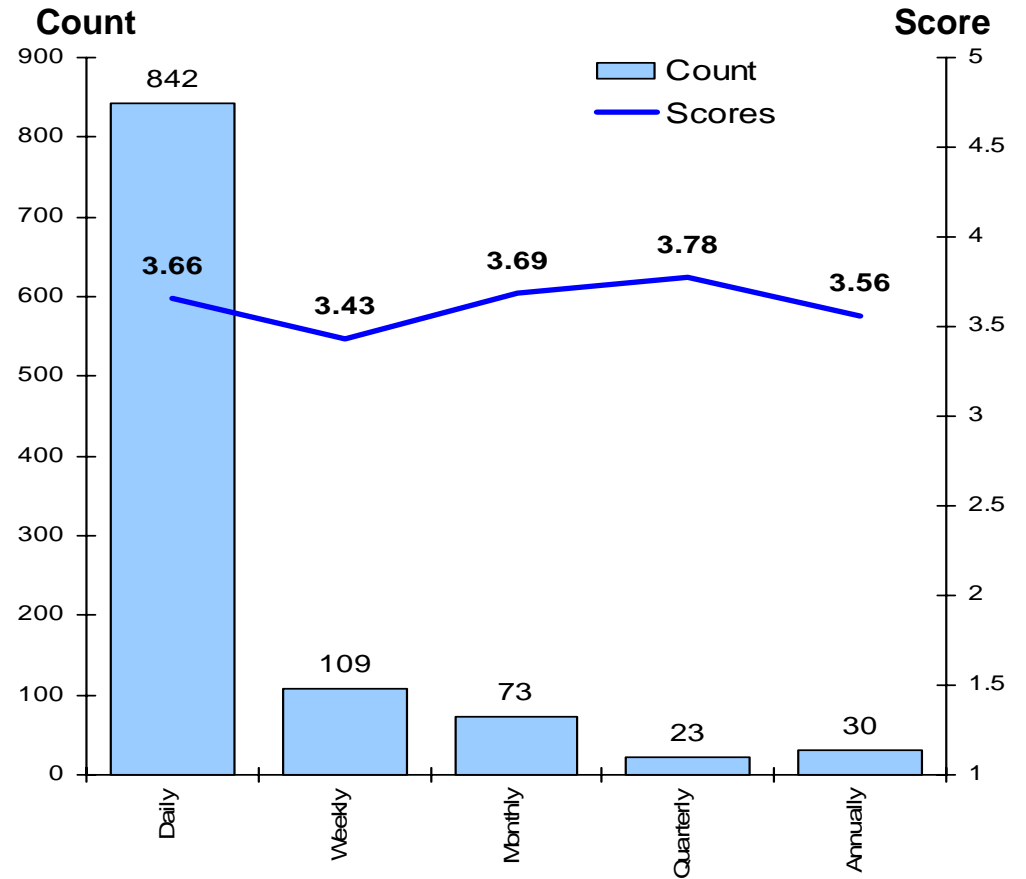
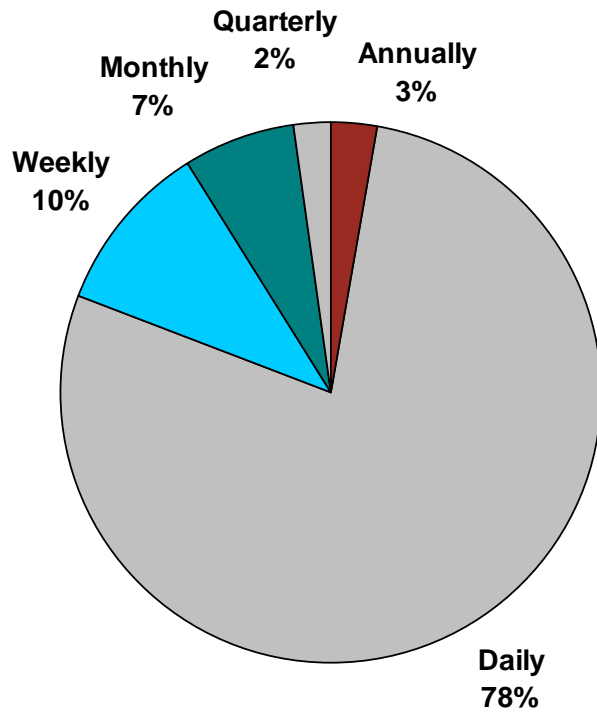
Respondent Profile Analysis

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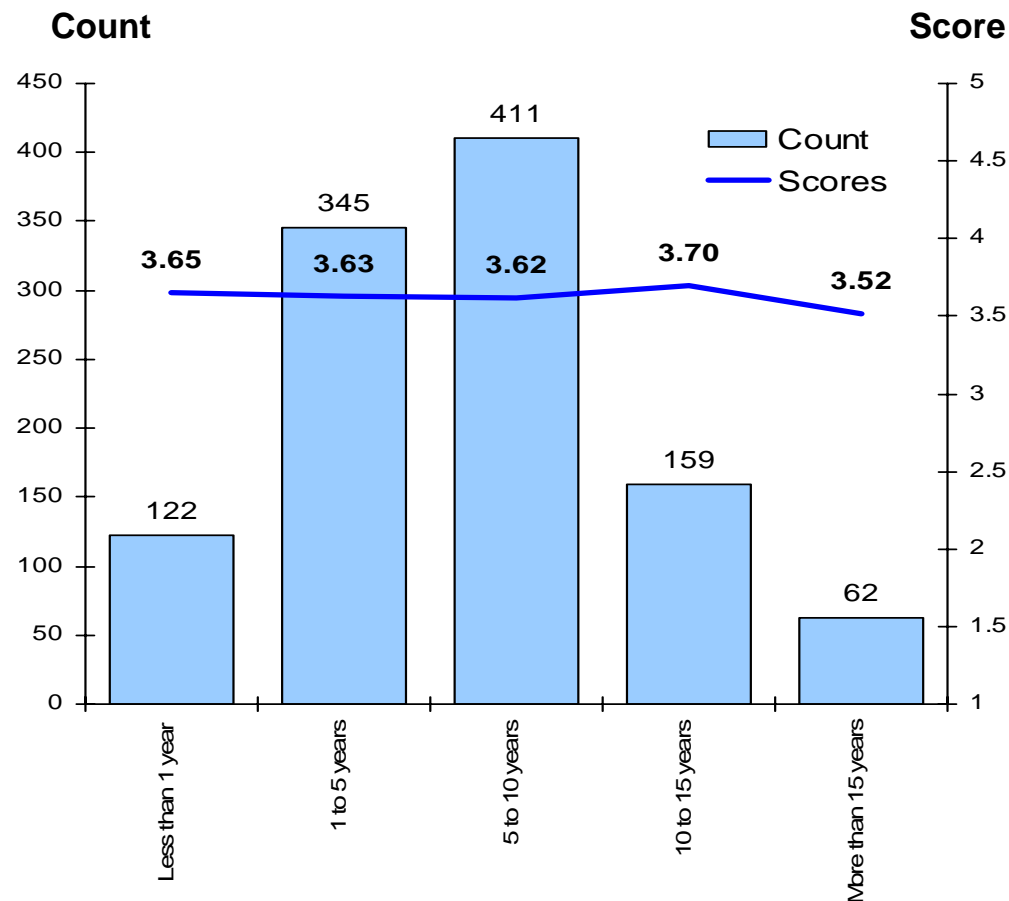
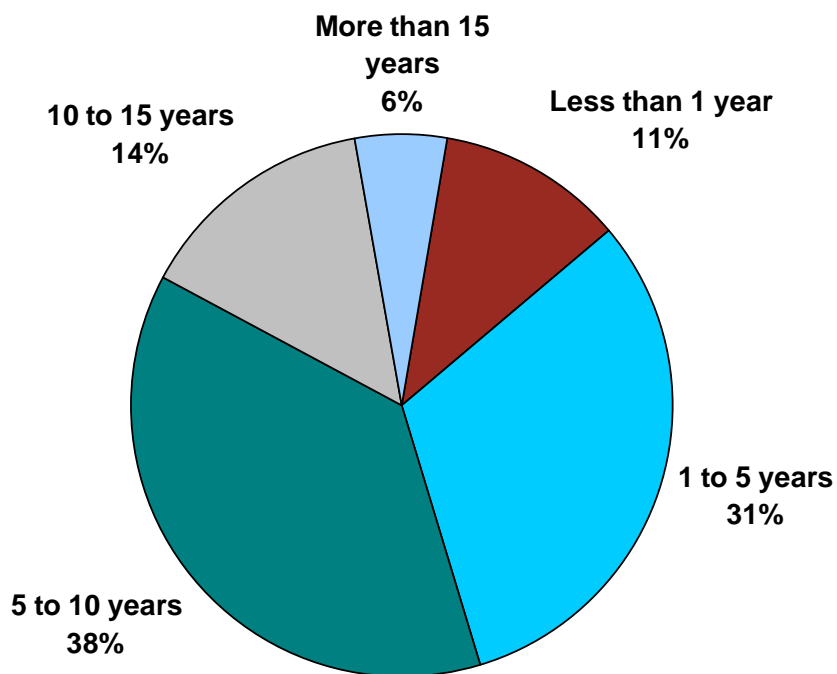
Respondent Profile

On average, how frequently do you use ADAPT?



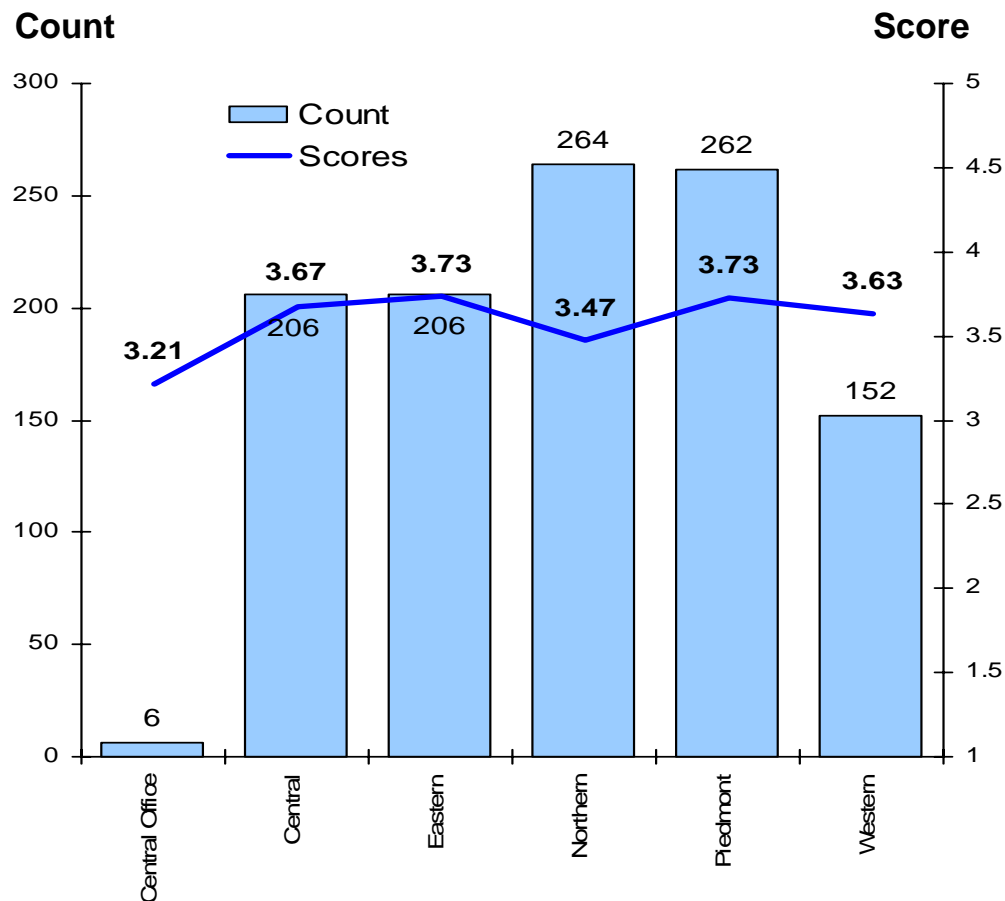
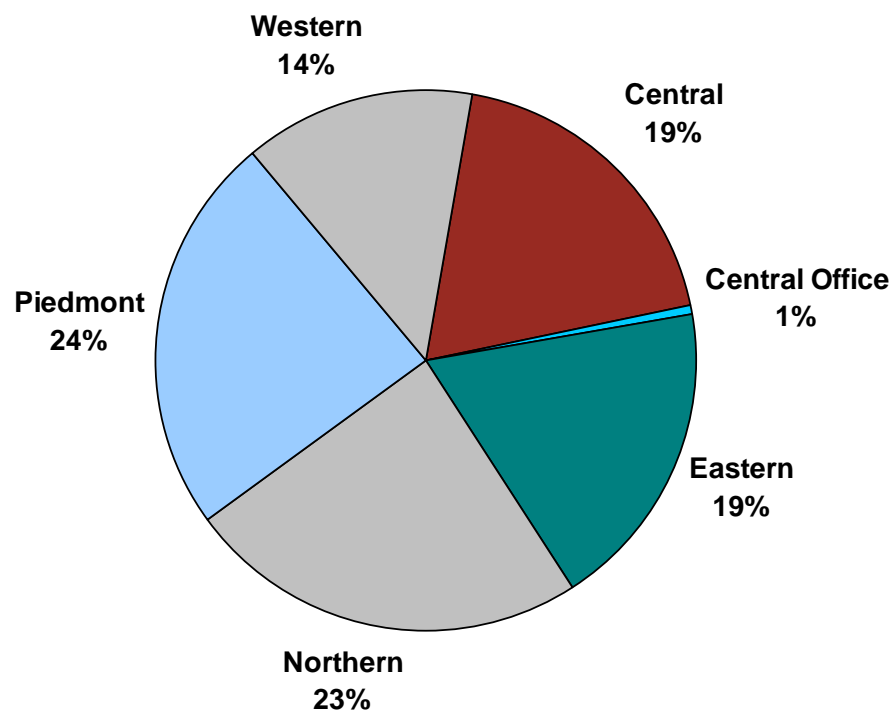
ADAPT Respondent Profile

How long have you been using ADAPT?



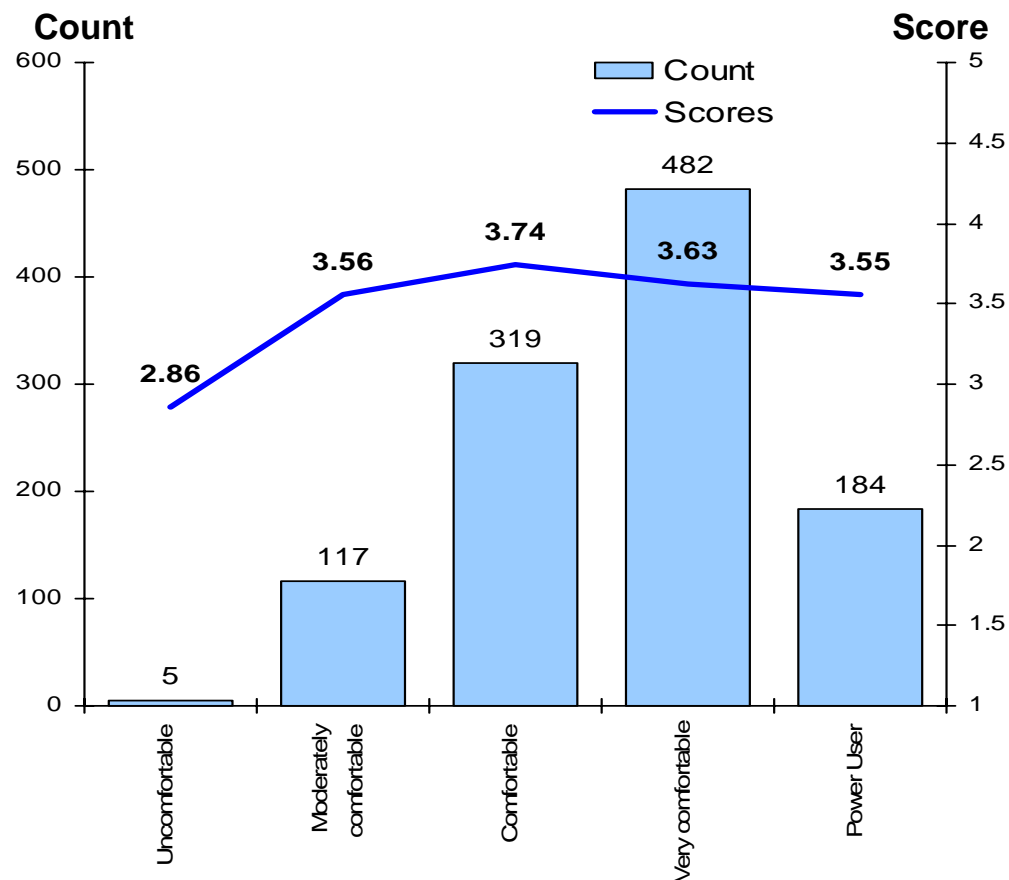
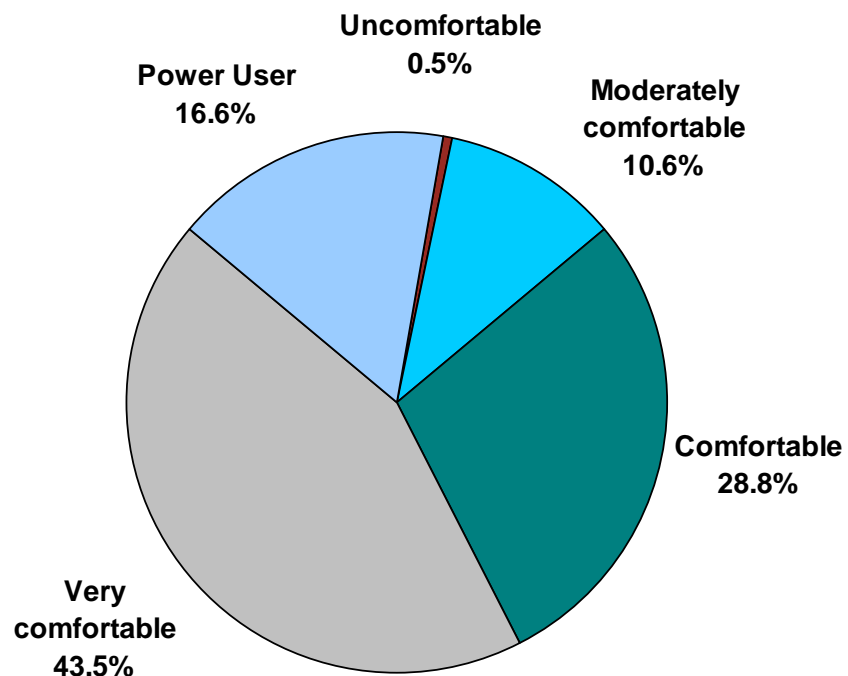
ADAPT Respondent Profile

Region



ADAPT Respondent Profile

Computer Proficiency

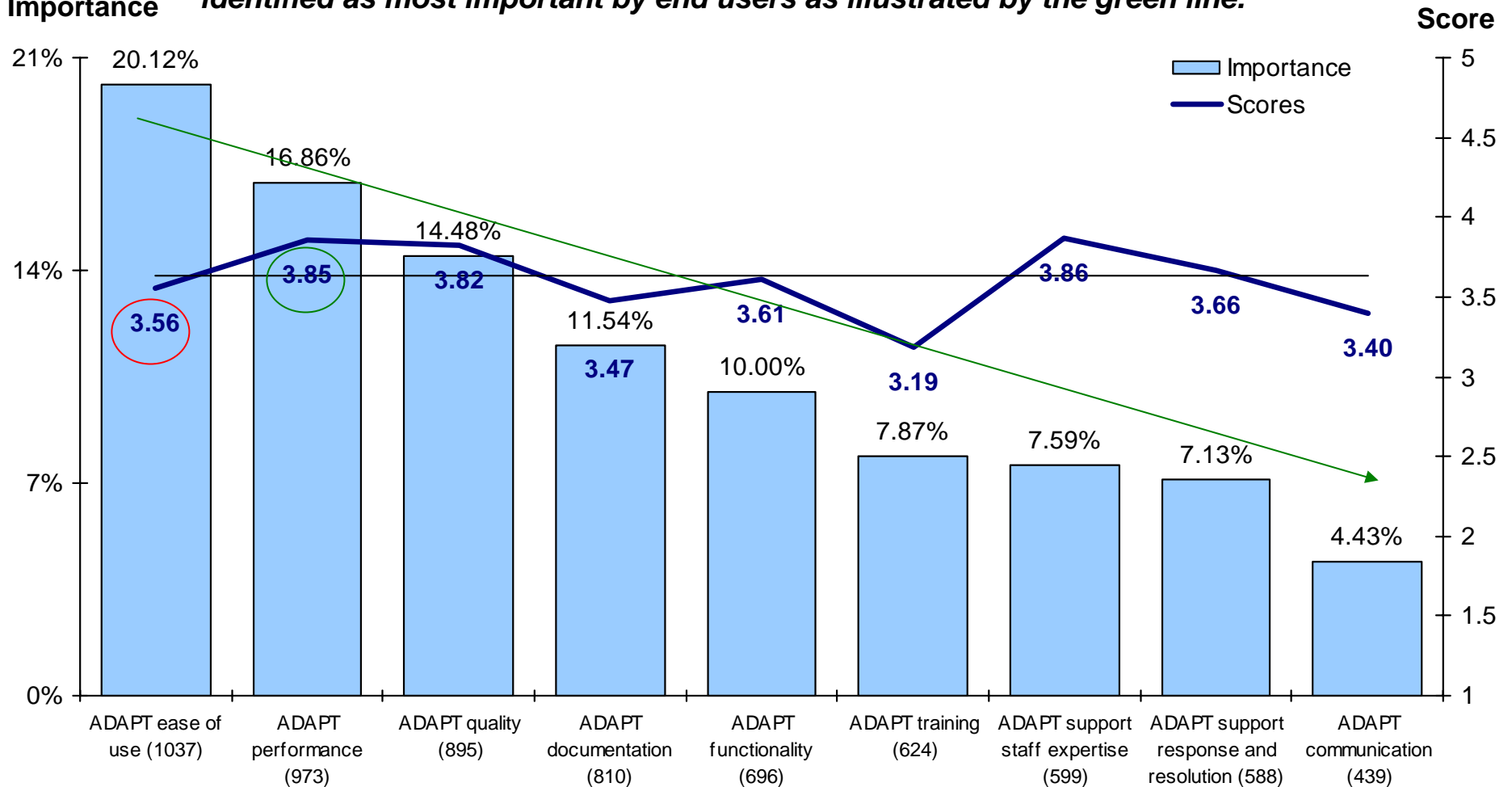


ADAPT Analysis

Overall Composite Score: 3.64 (1109 Respondents)

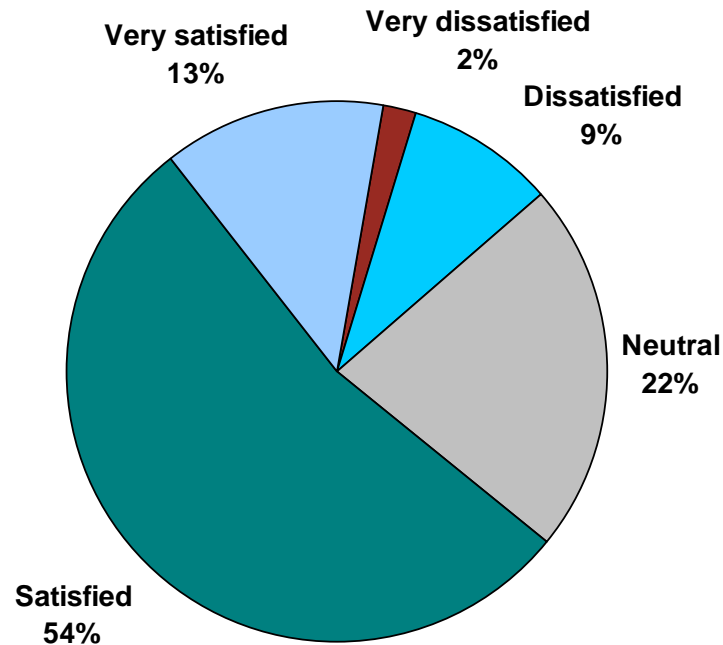
Overall goal/objective is to achieve the highest satisfaction scores in the areas

Importance *identified as most important by end users as illustrated by the green line.*



ADAPT Analysis

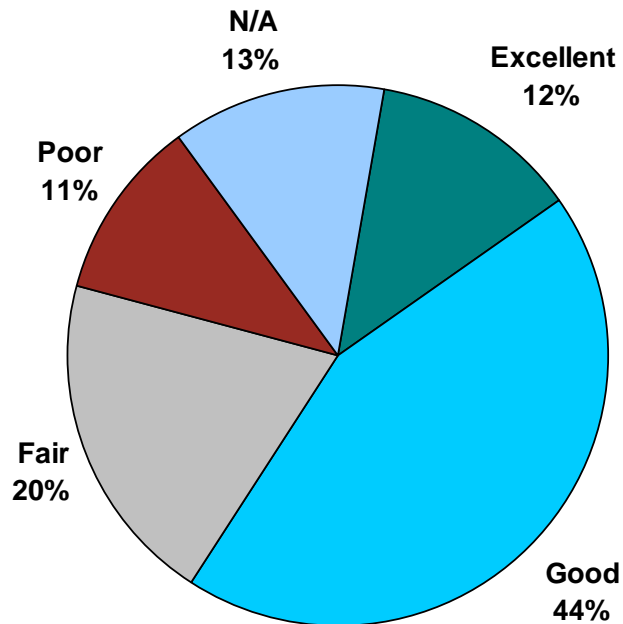
How would you rate your overall satisfaction with ADAPT? (3.67)



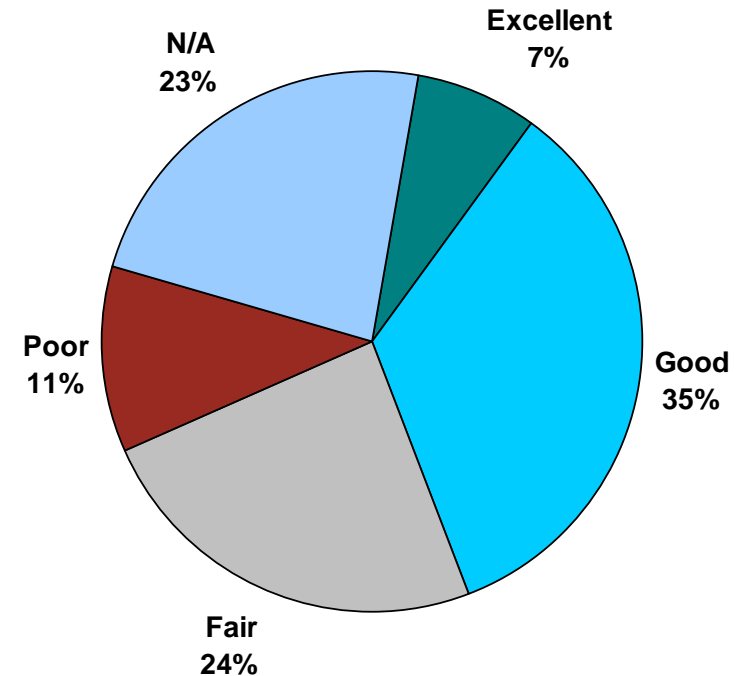
ADAPT – Additional Information

How would you rate the ability of ADAPT to provide access to information needed to manage cases that may be located in the following other program's or organization's systems?

Other social services programs:



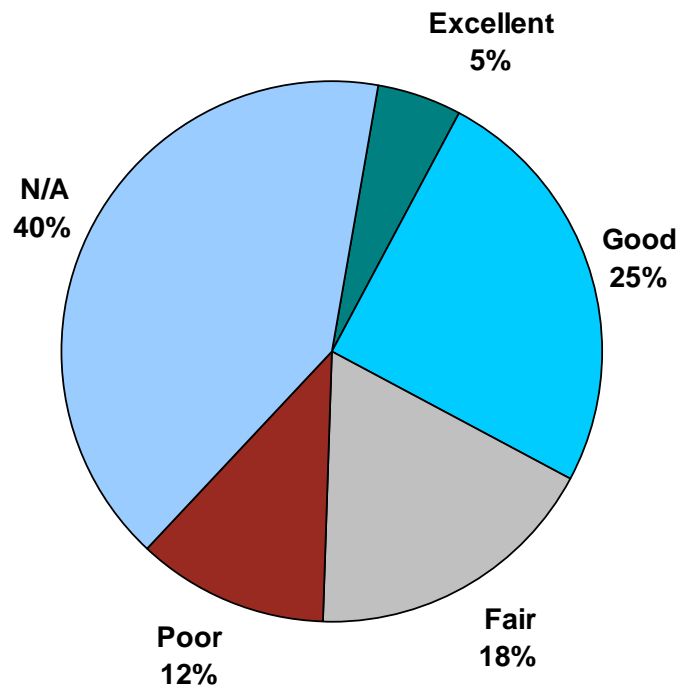
Dept Medical Assistance services



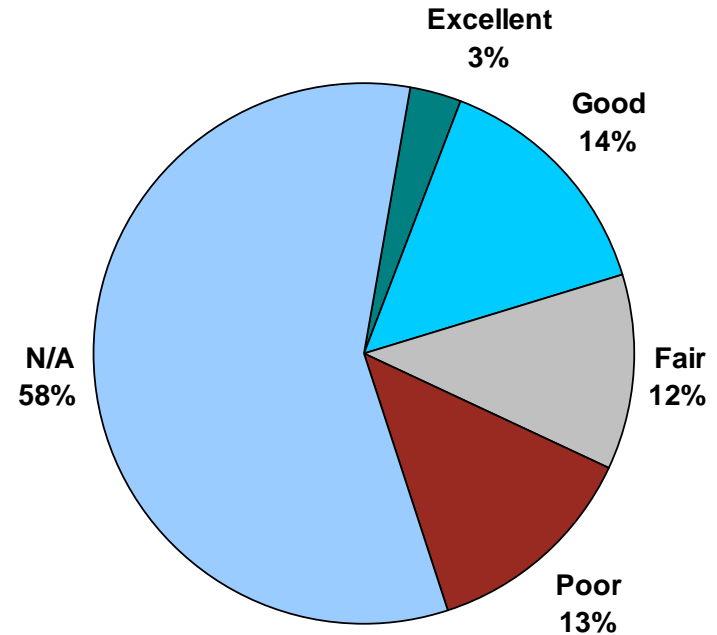
ADAPT – Additional Information

How would you rate the ability of ADAPT to provide access to information needed to manage cases that may be located in the following other program's or organization's systems?

Other State Agencies:



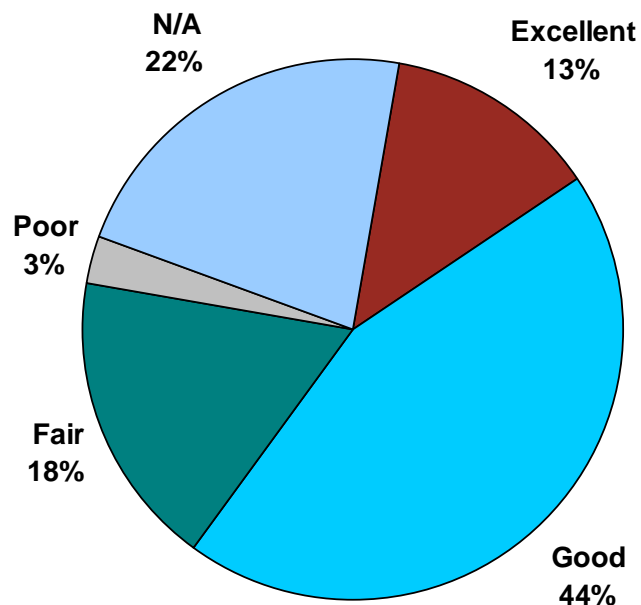
Federal Agencies:



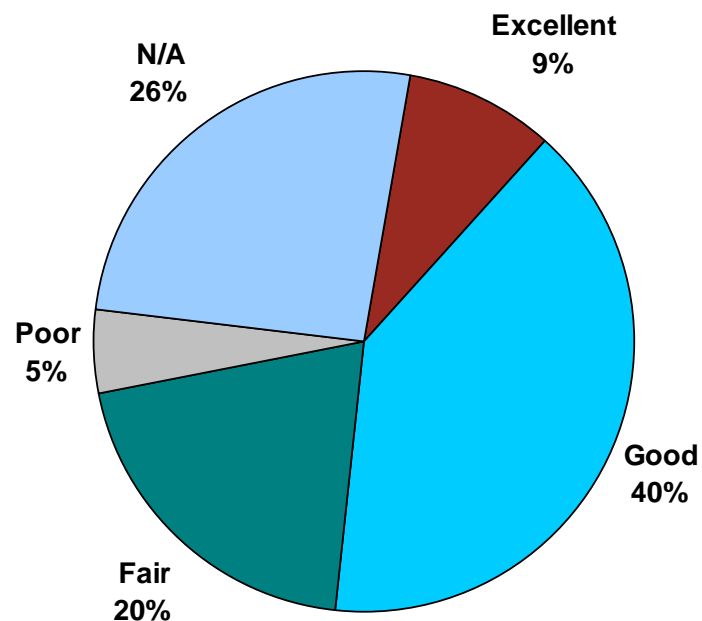
ADAPT – Additional Information

How would you rate ADAPT's ability to facilitate the following activities?

Reporting required client information to the State:



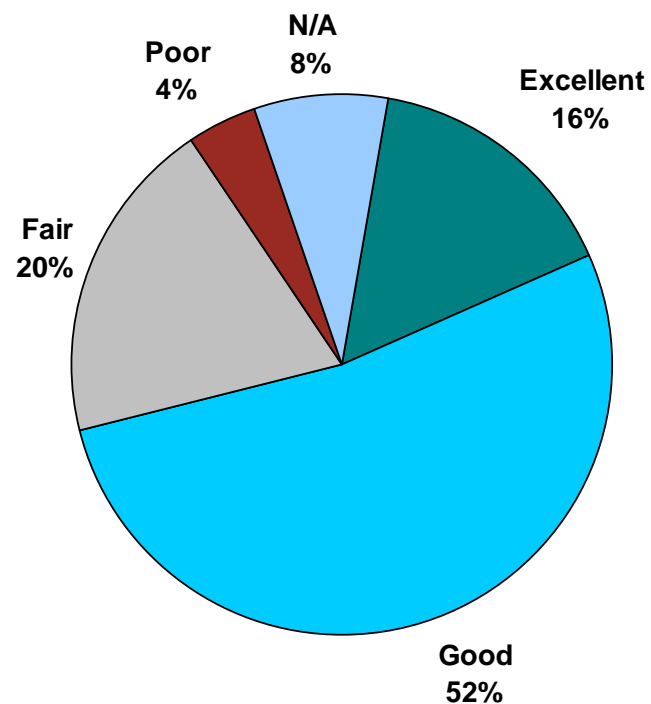
Providing information needed to supervise and manage local operations:



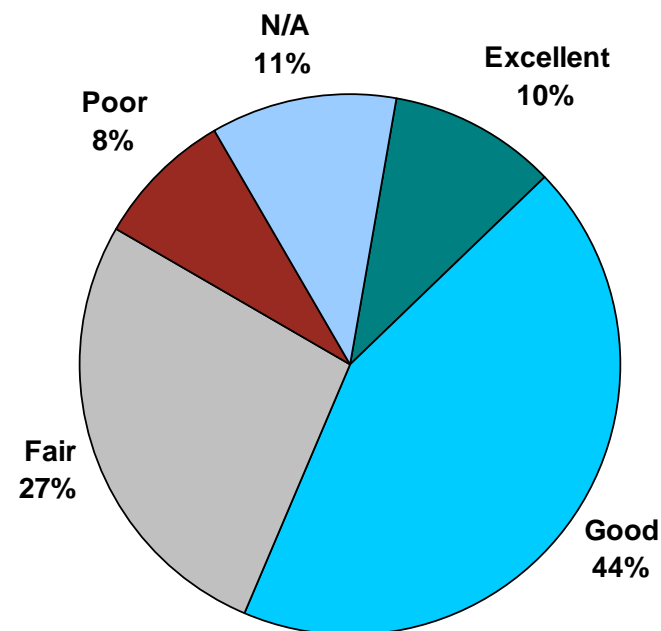
ADAPT – Additional Information

How would you rate ADAPT's ability to facilitate the following activities?

Managing individual cases:



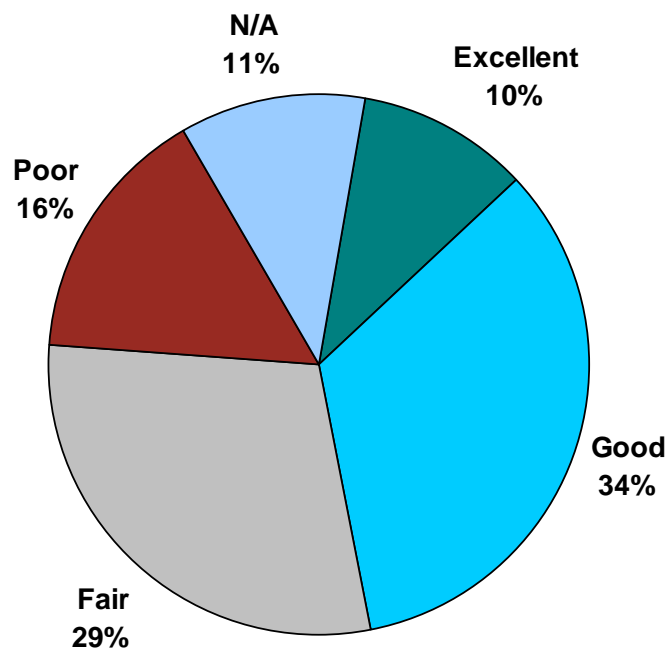
Improving client service



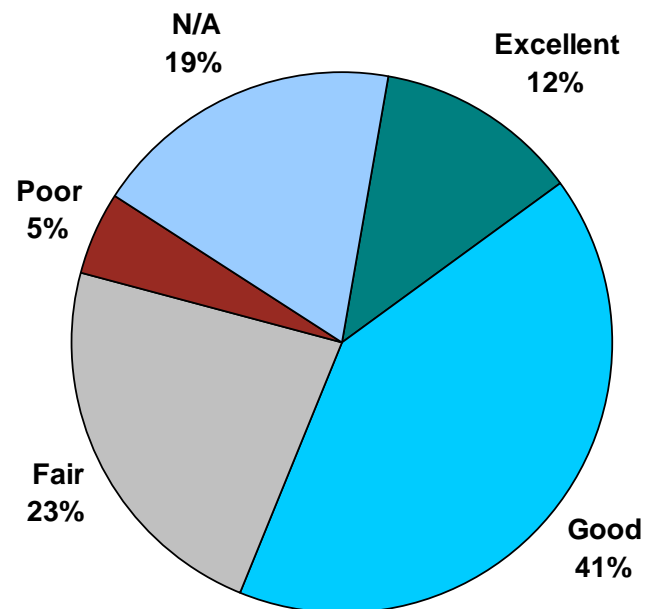
ADAPT – Additional Information

How would you rate ADAPT's ability to facilitate the following activities?

Decreasing the time to serve clients:



Handling eligibility requirements:





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APECS Results

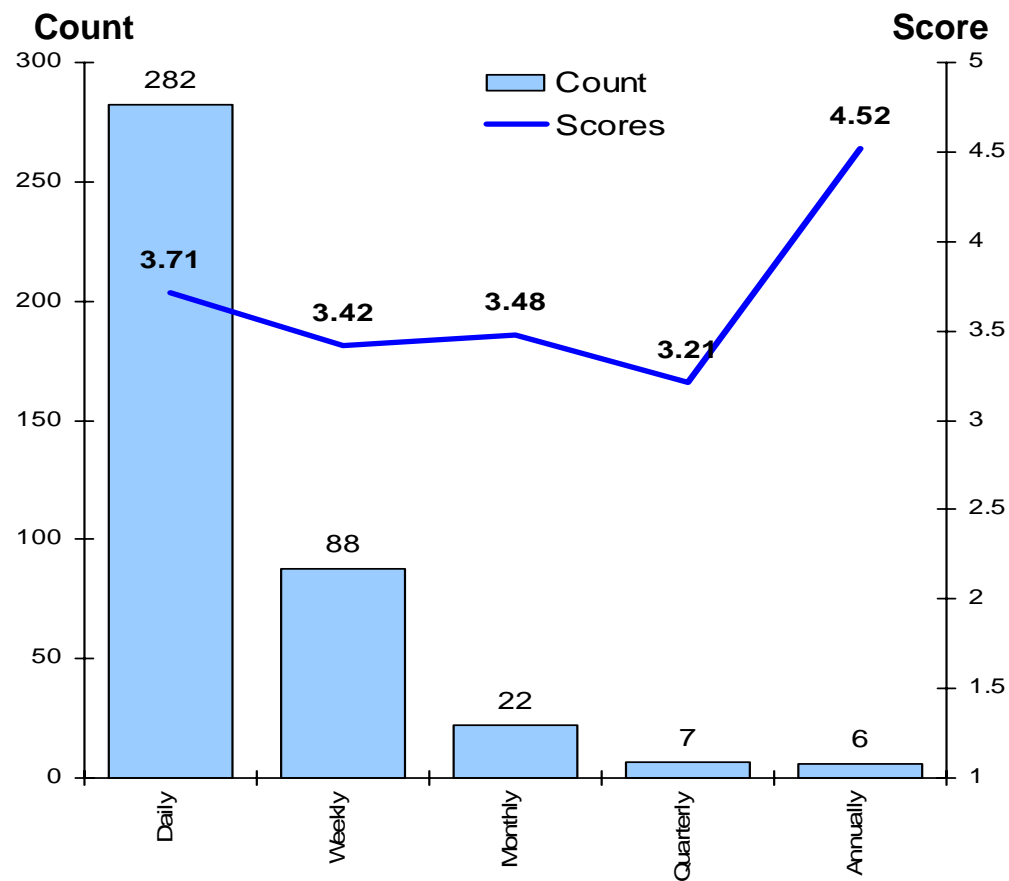
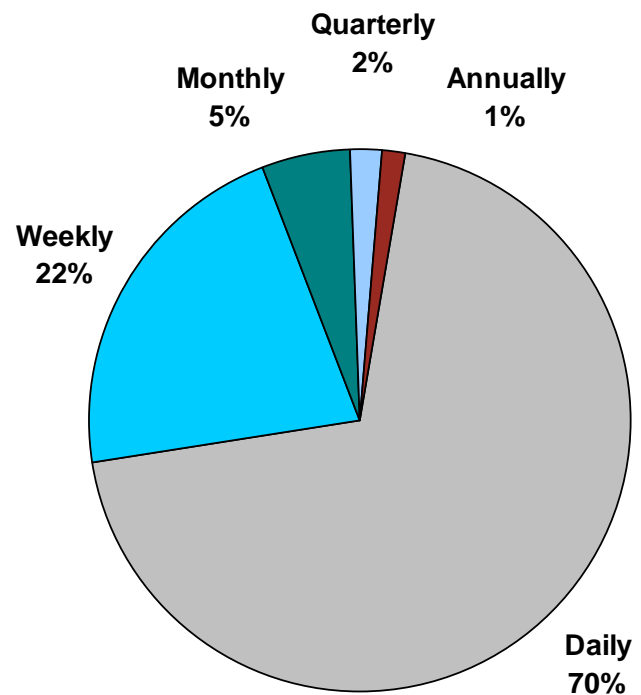
Respondent Profile Analysis

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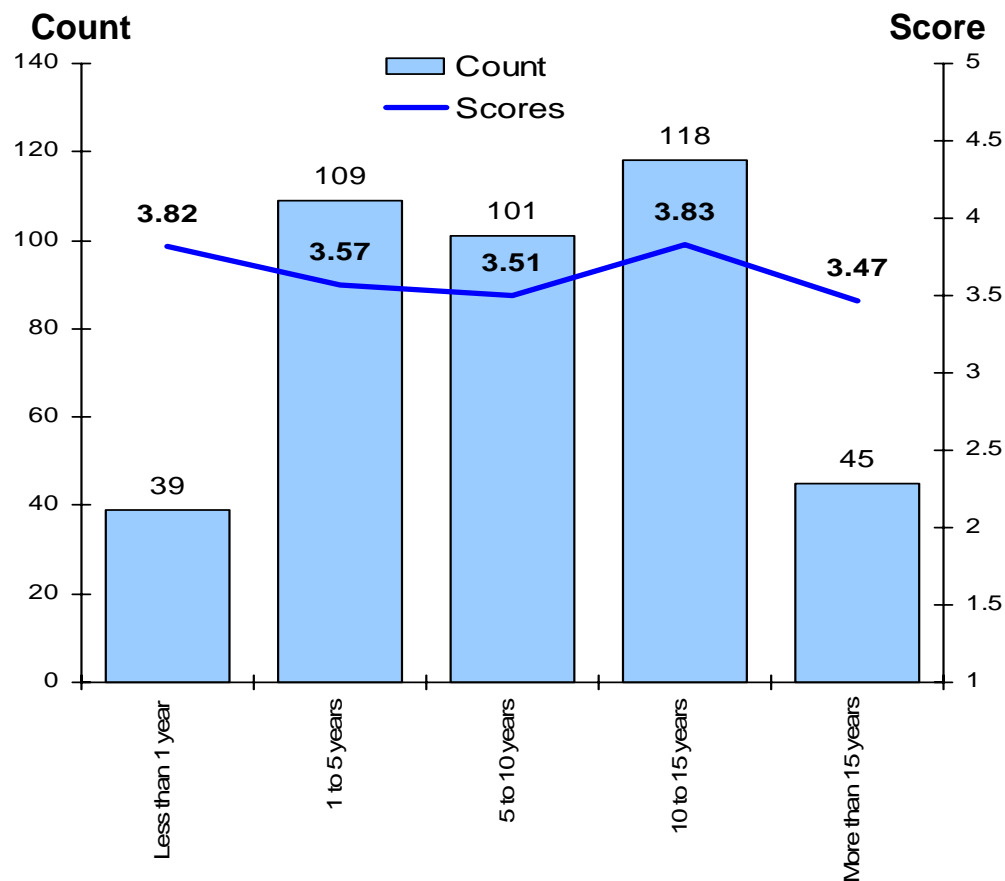
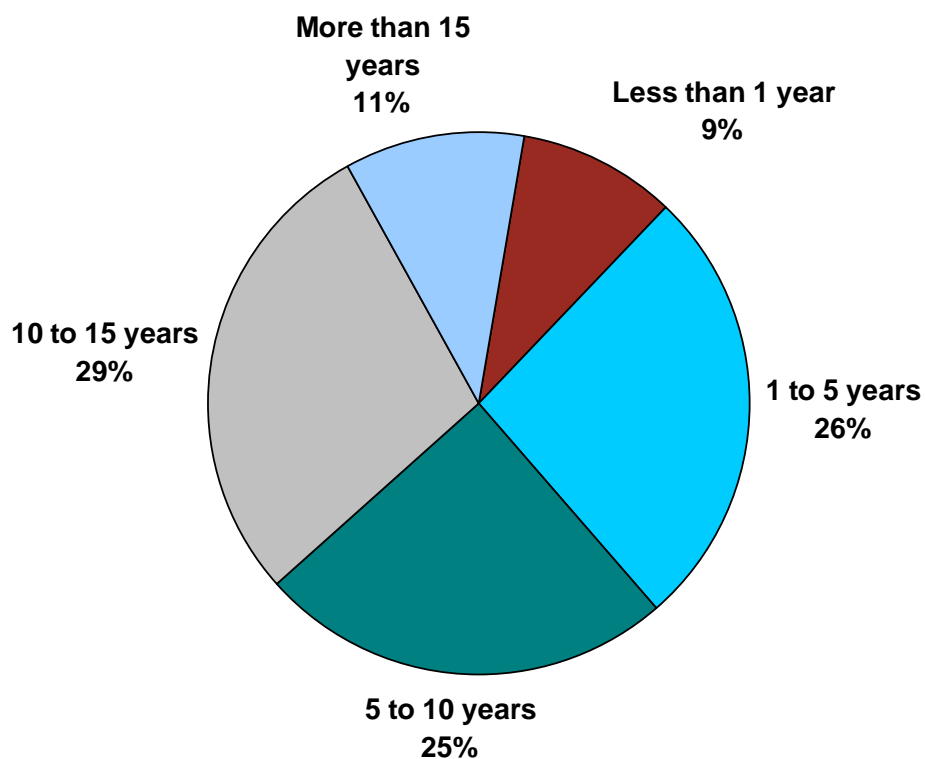
APECS Respondent Profile

On average, how frequently do you use APECS?



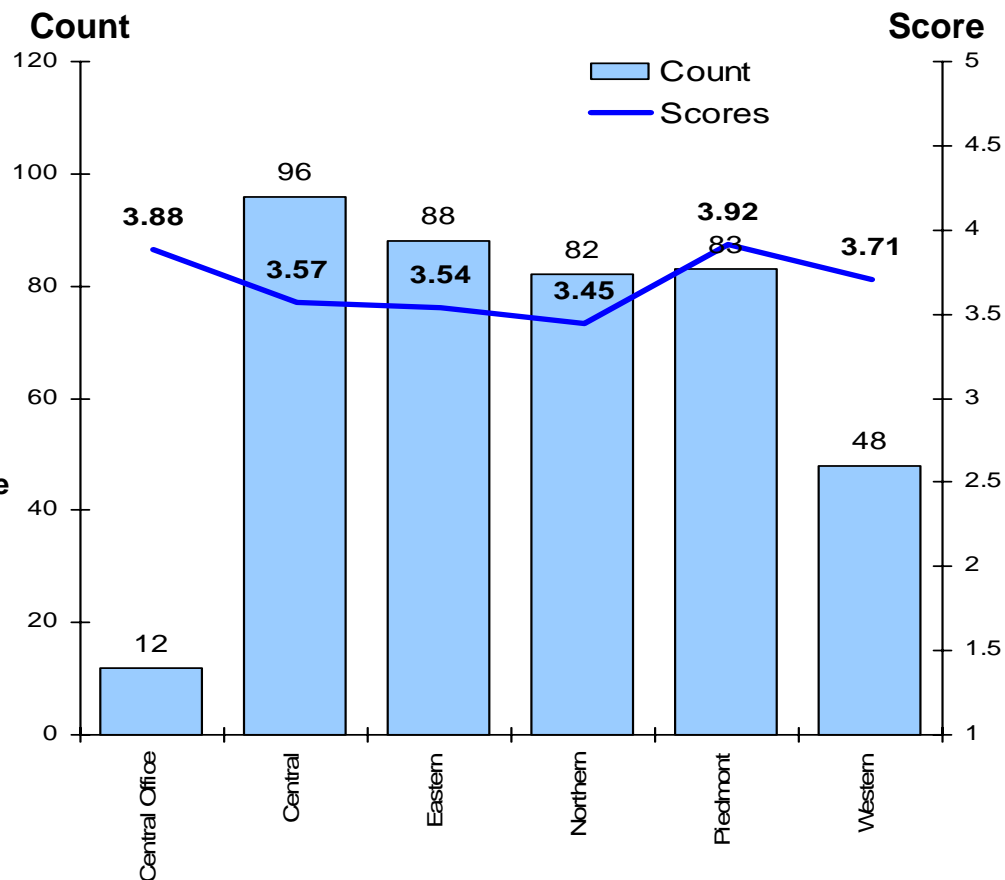
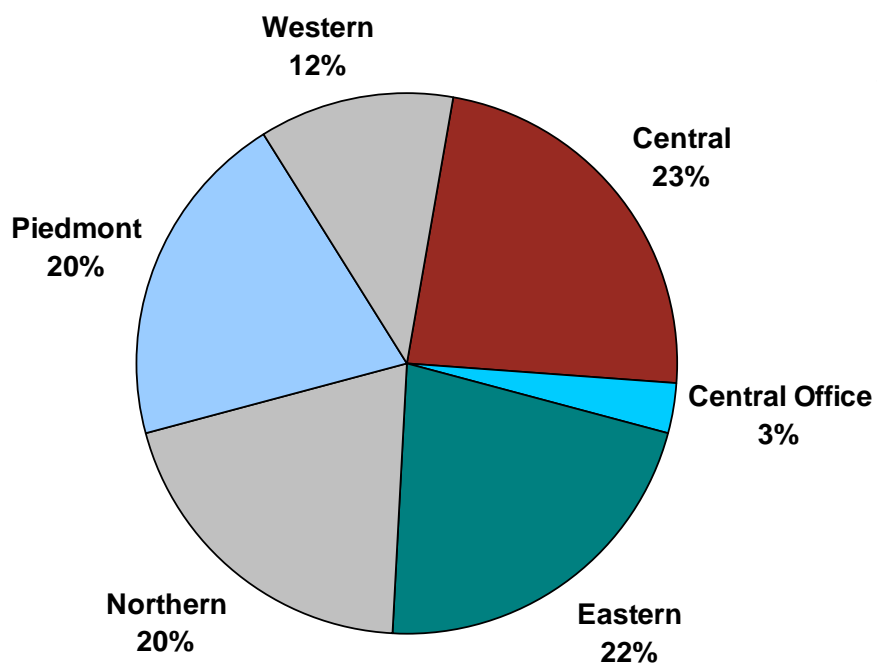
APECS Respondent Profile

How long have you been using APECS?



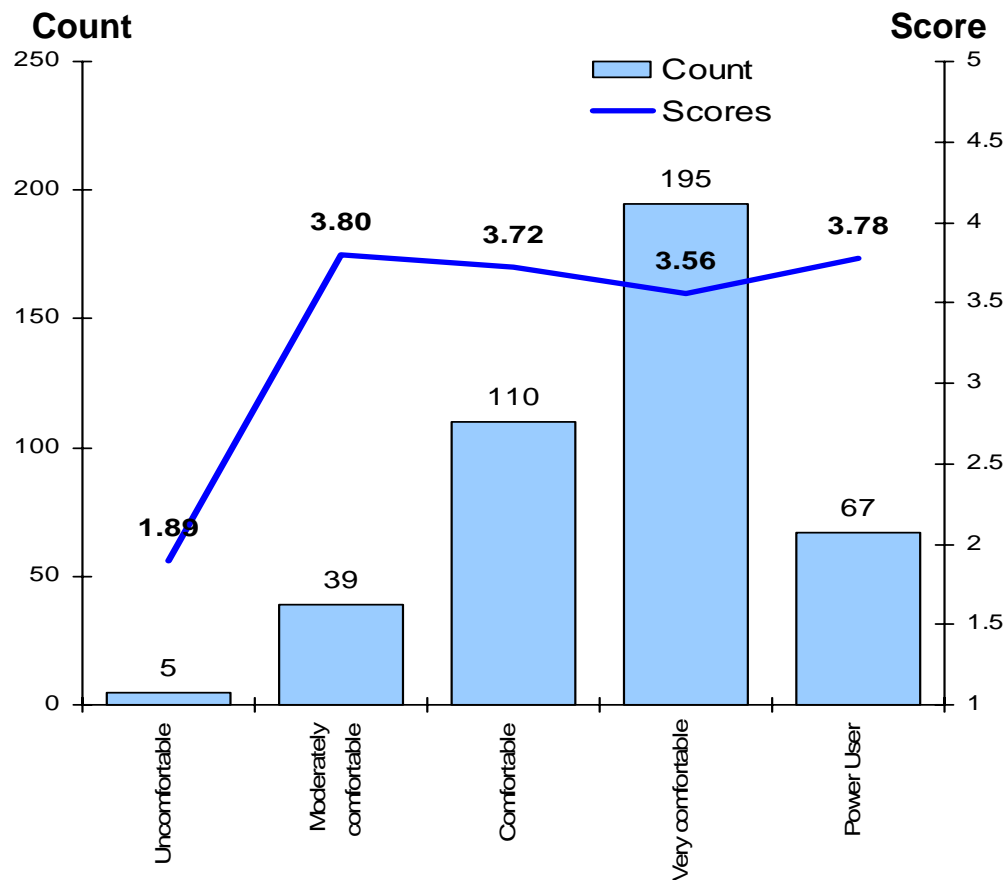
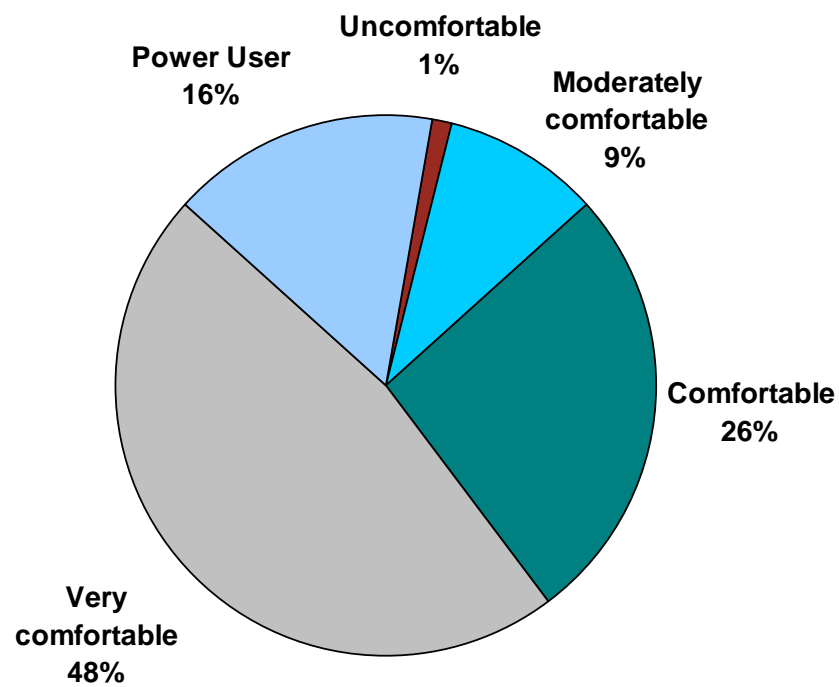
APECS Respondent Profile

Region



APECS Respondent Profile

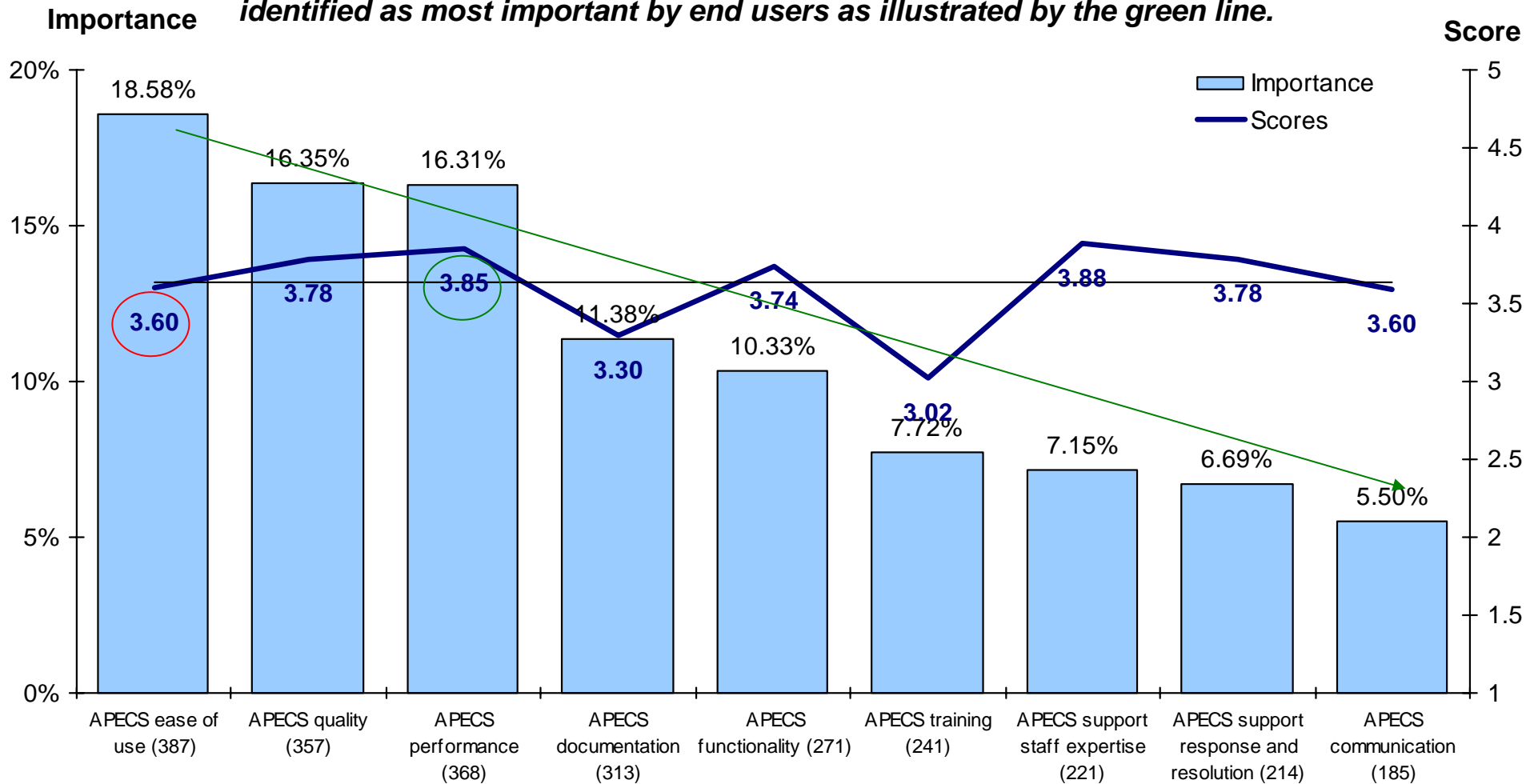
Computer Proficiency



APECS Analysis

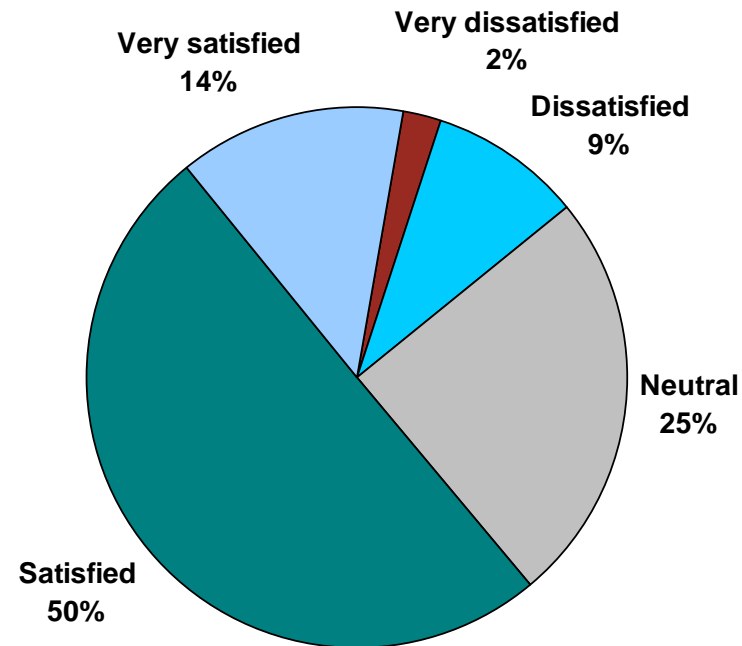
Overall Composite Score: 3.64 (417 Respondents)

Overall goal/objective is to achieve the highest satisfaction scores in the areas identified as most important by end users as illustrated by the green line.



APECS Analysis

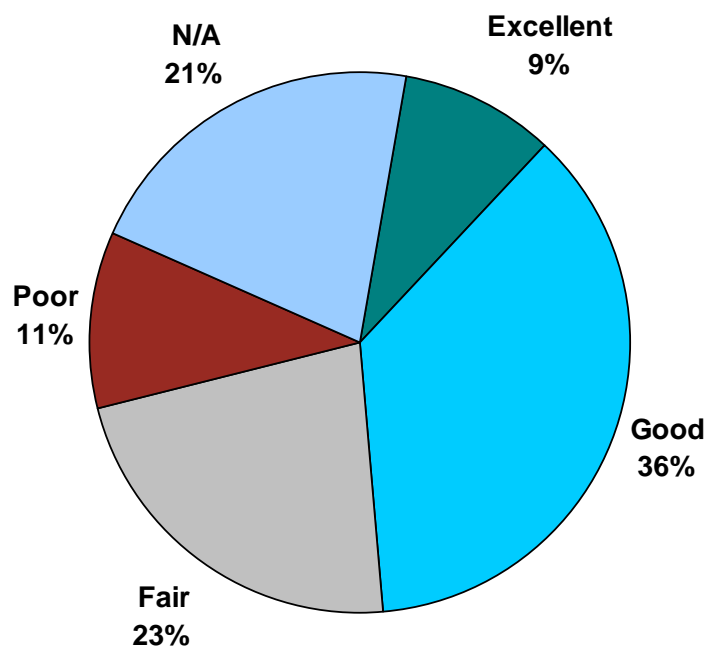
How would you rate your overall satisfaction with APECS? (3.64)



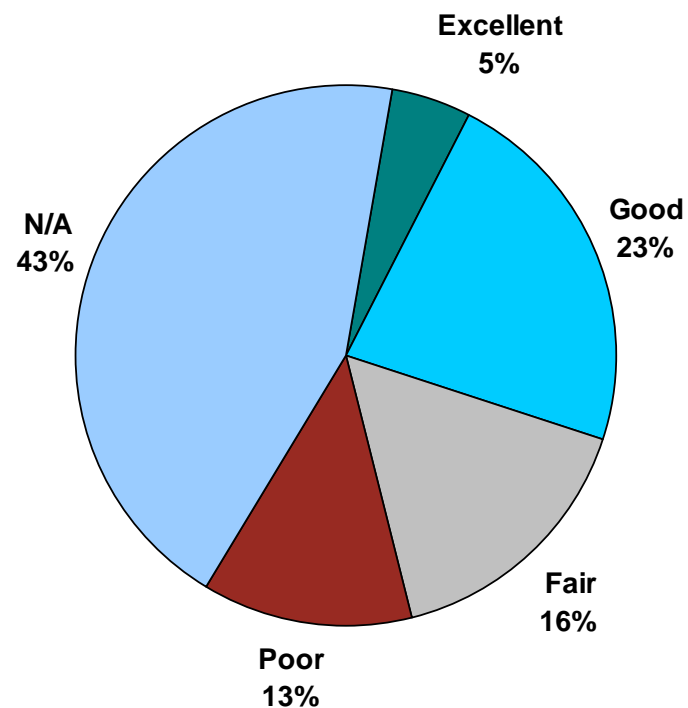
APECS – Additional Information

How would you rate the ability of APECS to provide access to information needed to manage cases that may be located in the following other program's or organization's systems?

Other social services programs:



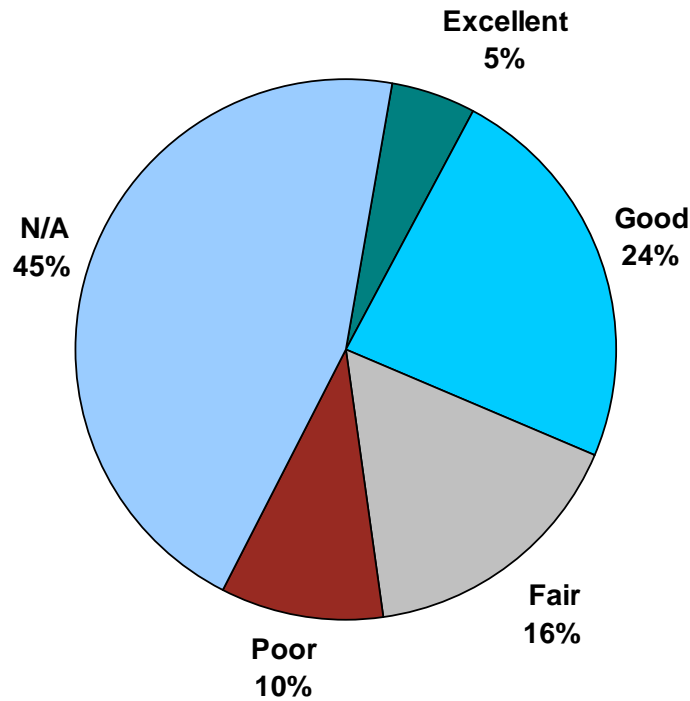
Dept Medical Assistance services



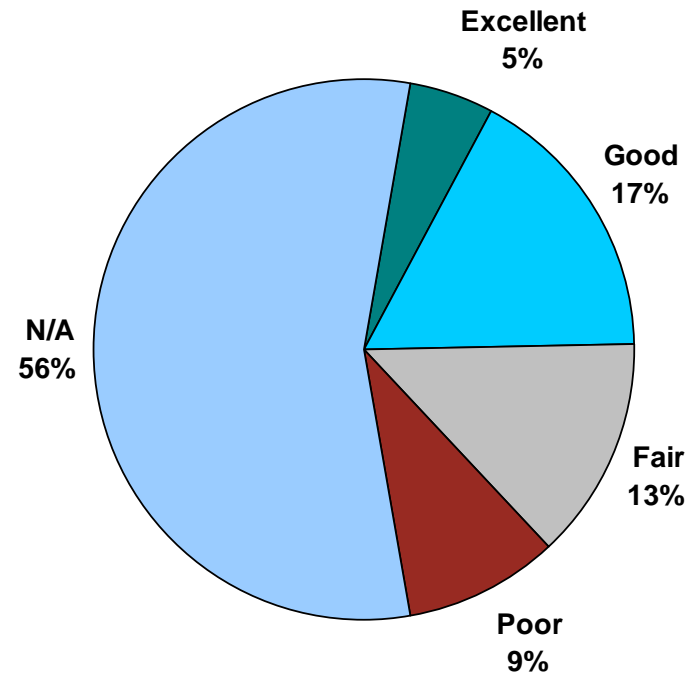
APECS – Additional Information

How would you rate the ability of APECS to provide access to information needed to manage cases that may be located in the following other program's or organization's systems?

Other State Agencies:



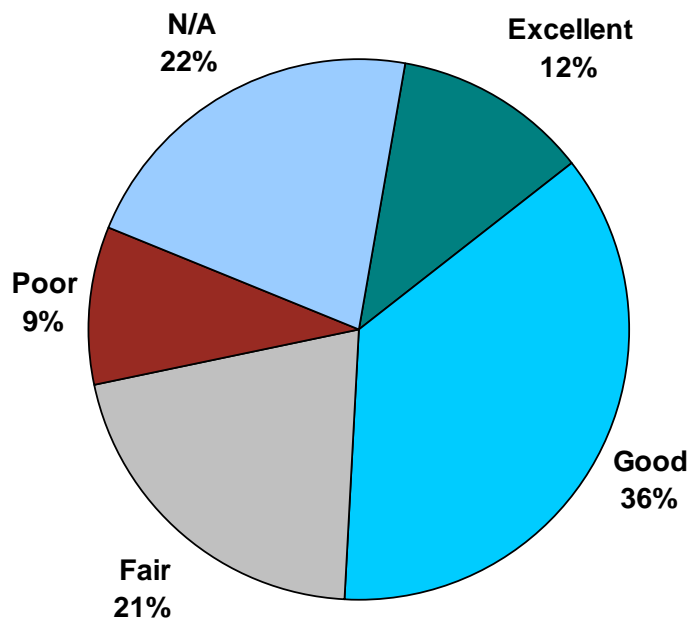
Federal Agencies:



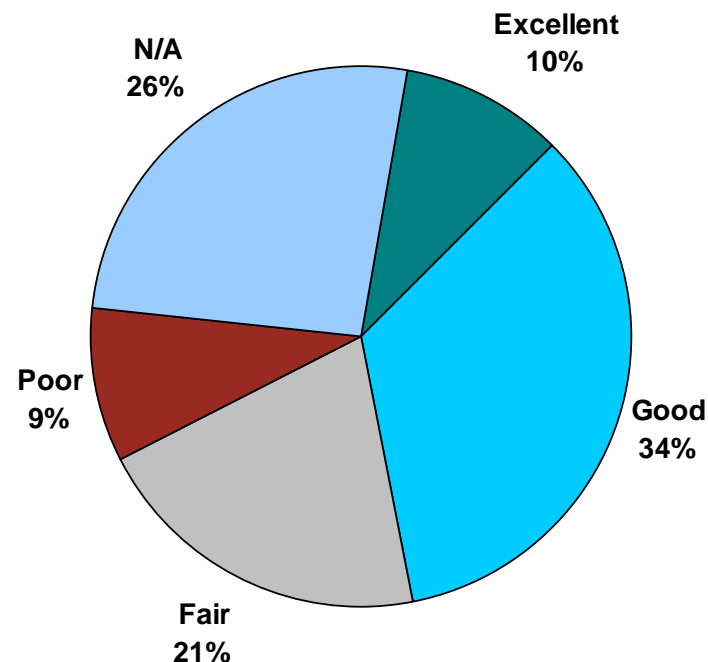
APECS – Additional Information

How would you rate APECS's ability to facilitate the following activities?

Reporting required client information to the State:



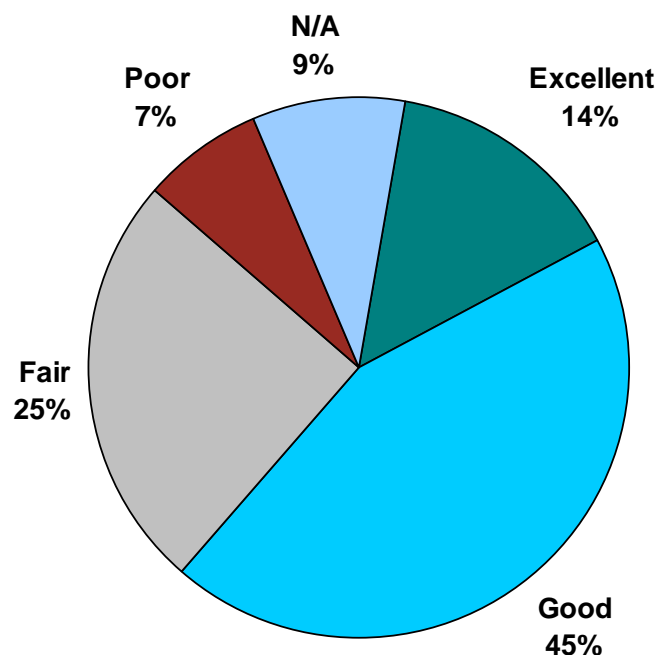
Providing information needed to supervise and manage local operations:



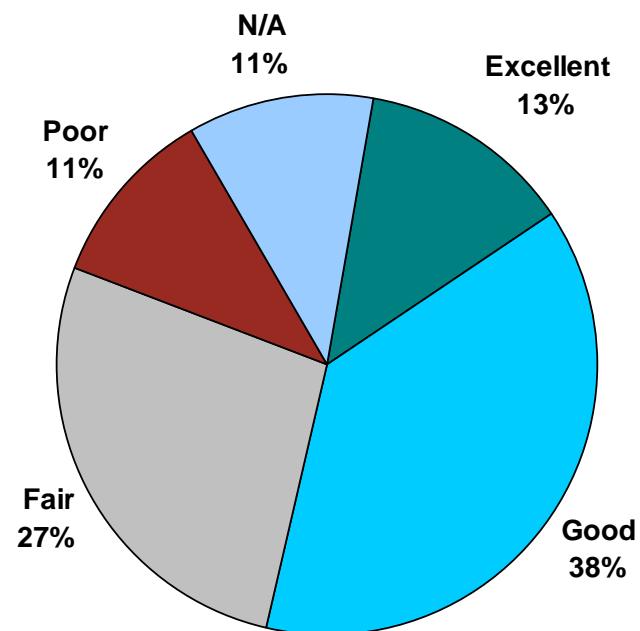
APECS – Additional Information

How would you rate APECS's ability to facilitate the following activities?

Managing individual cases:



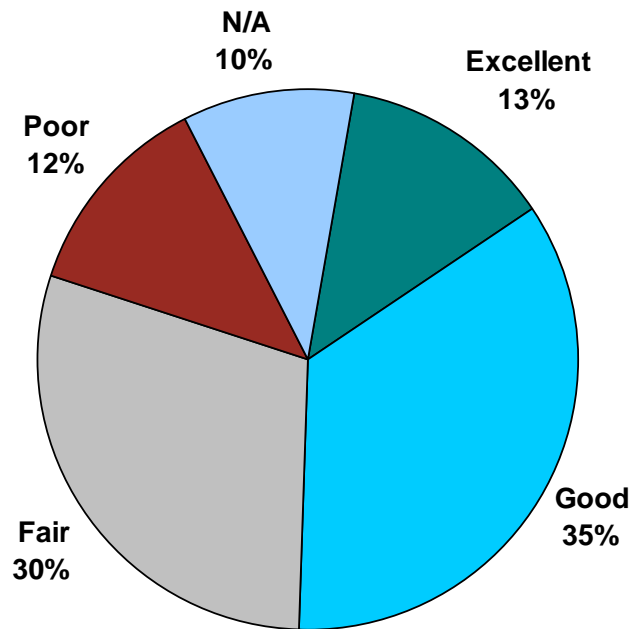
Improving client service



APECS – Additional Information

How would you rate APECS's ability to facilitate the following activities?

Decreasing the time to serve clients:



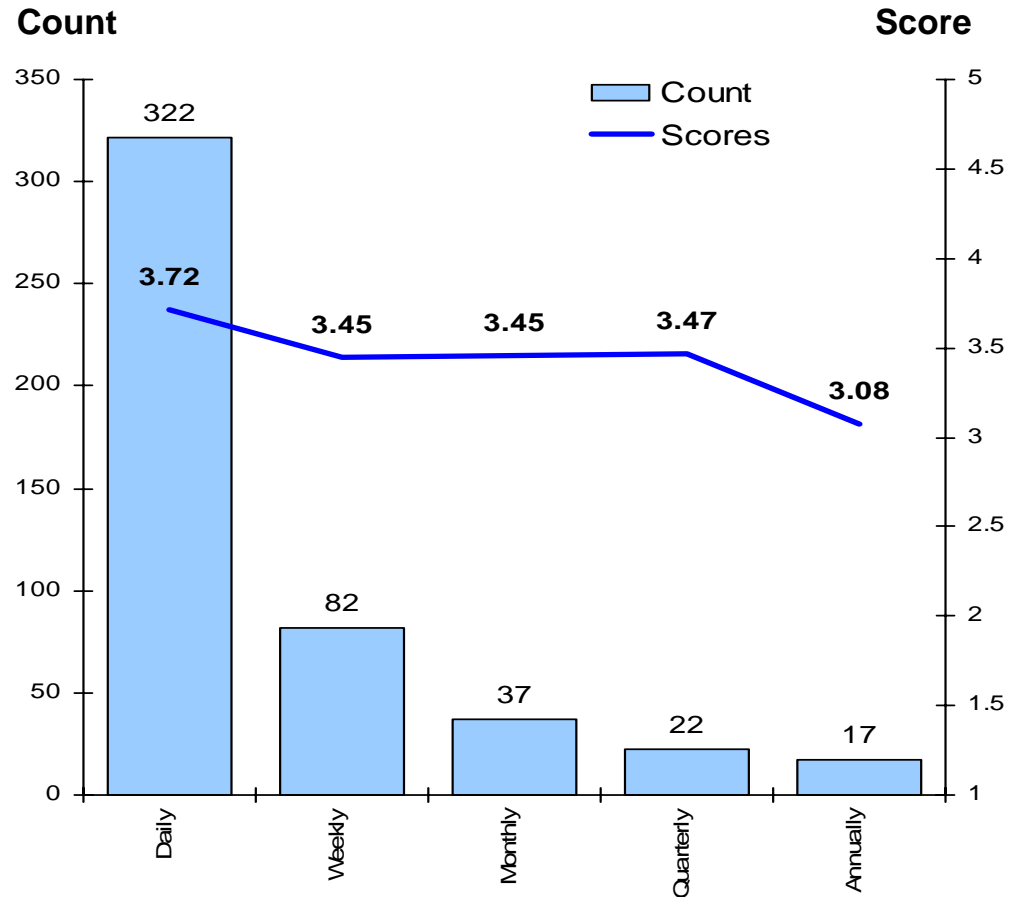
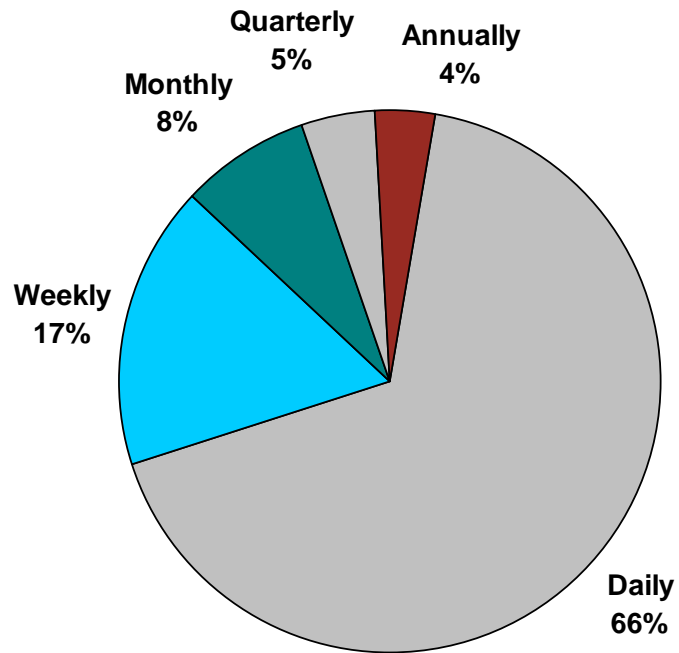


OASIS Results

Respondent Profile Analysis

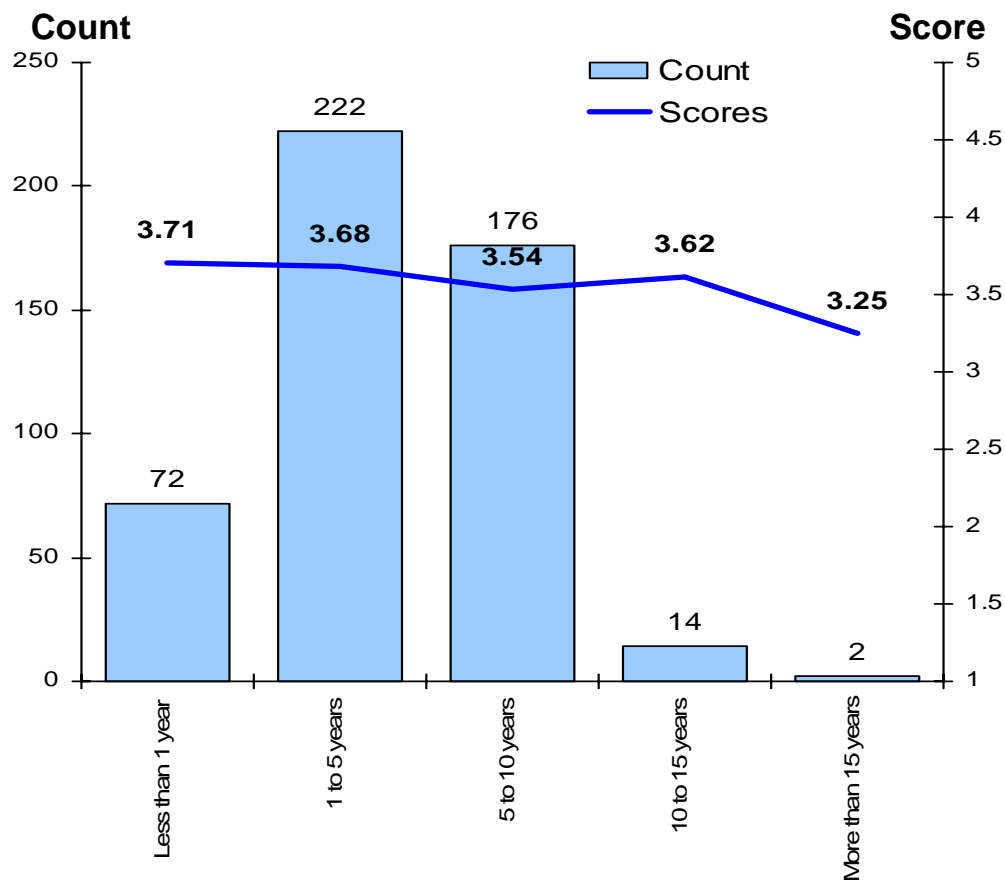
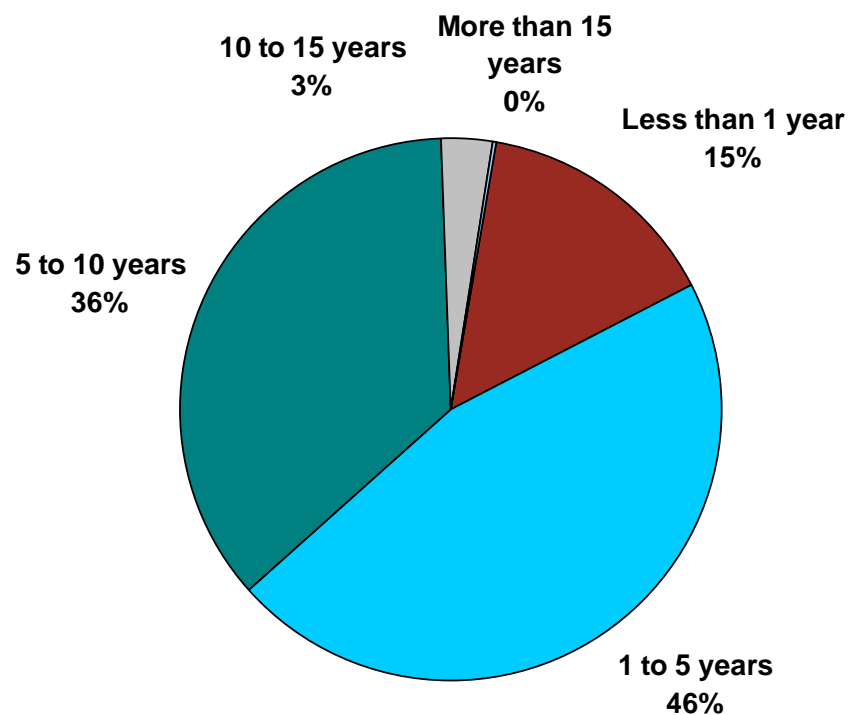
OASIS Respondent Profile

On average, how frequently do you use OASIS?



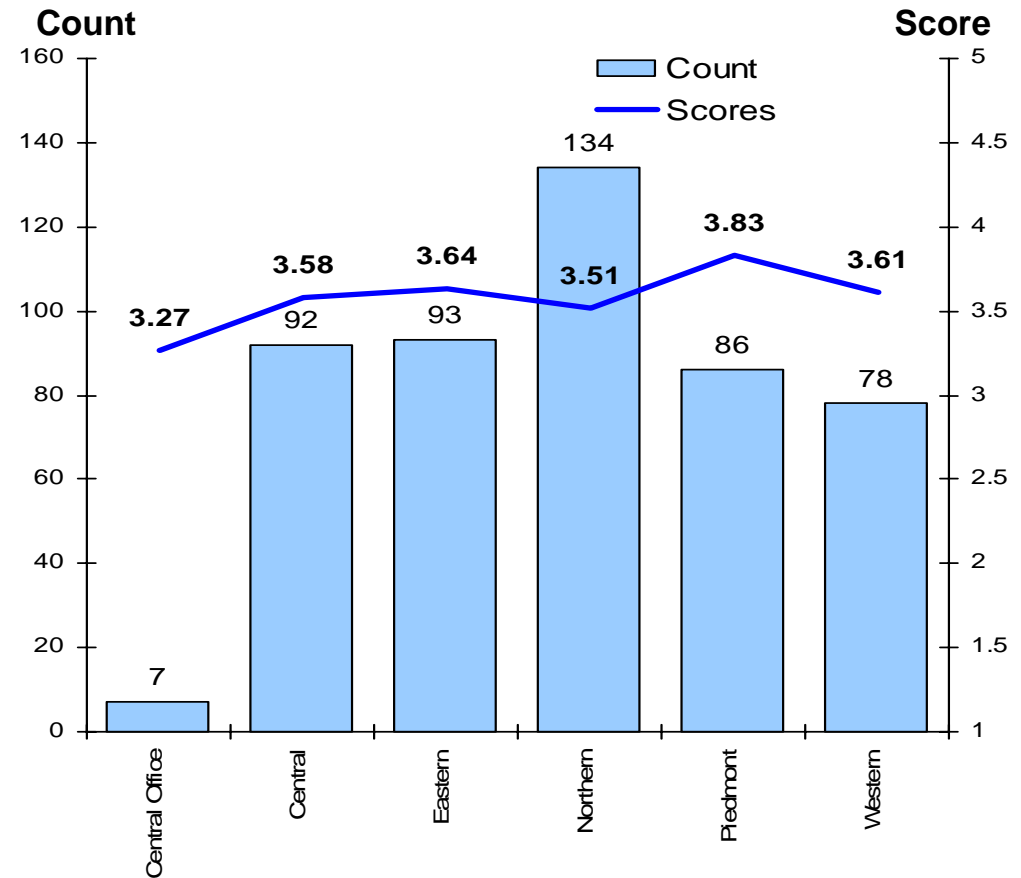
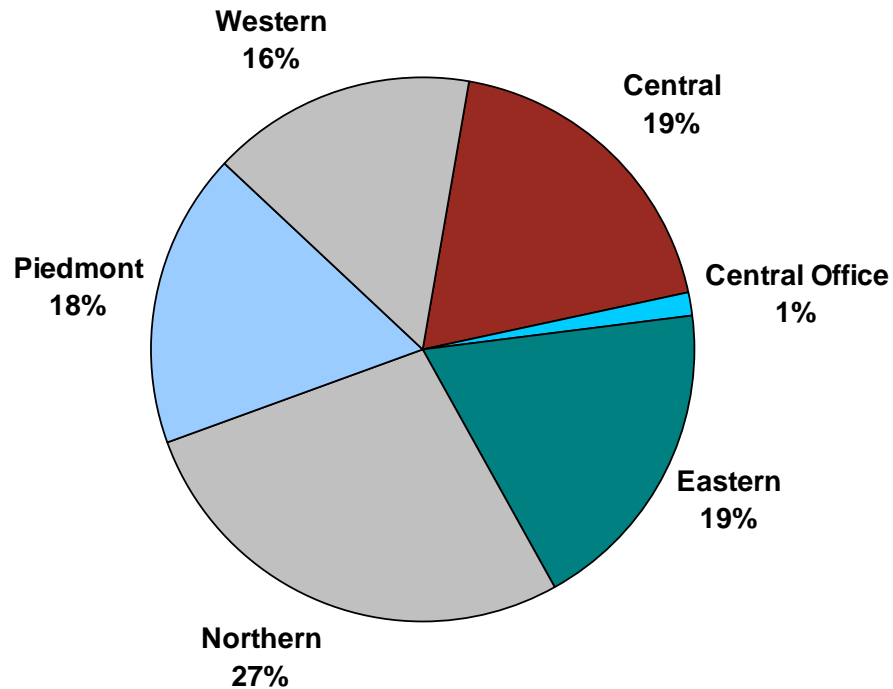
OASIS Respondent Profile

How long have you been using OASIS?



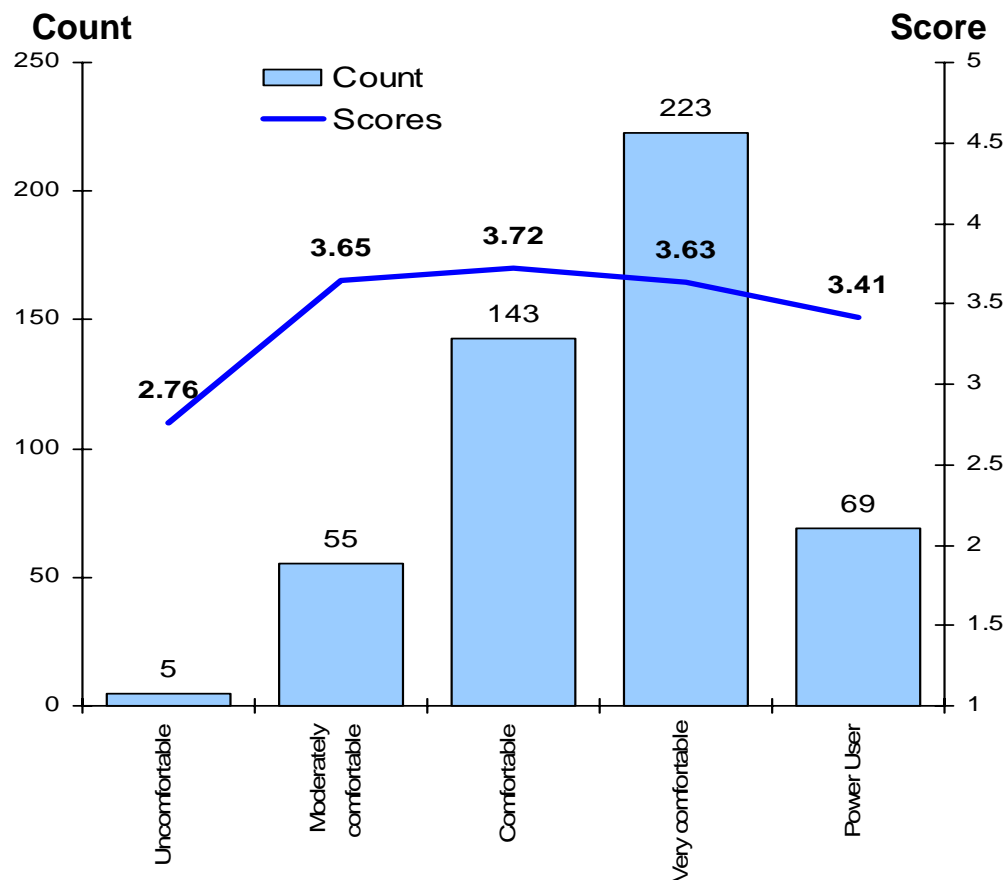
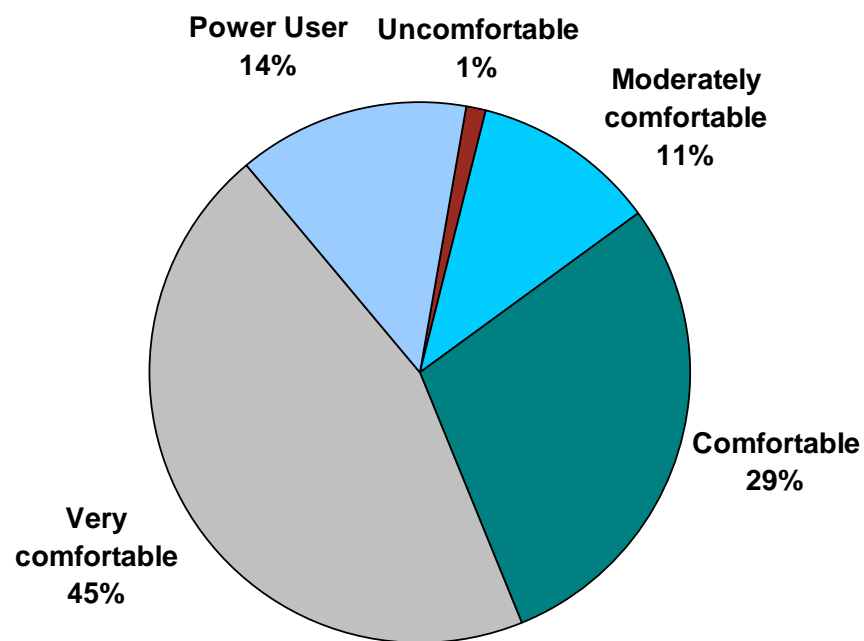
OASIS Respondent Profile

Region



OASIS Respondent Profile

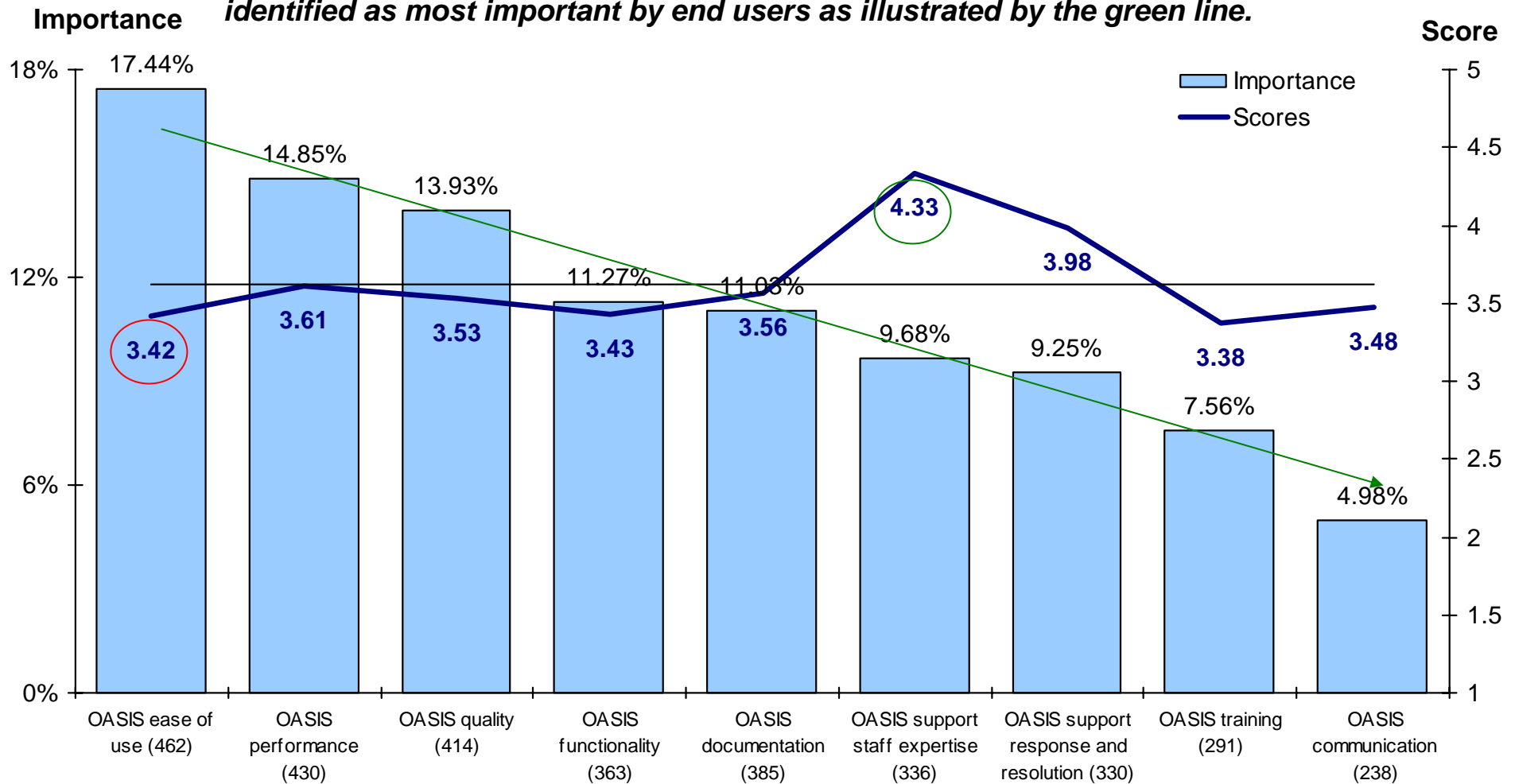
Computer Proficiency



OASIS Analysis

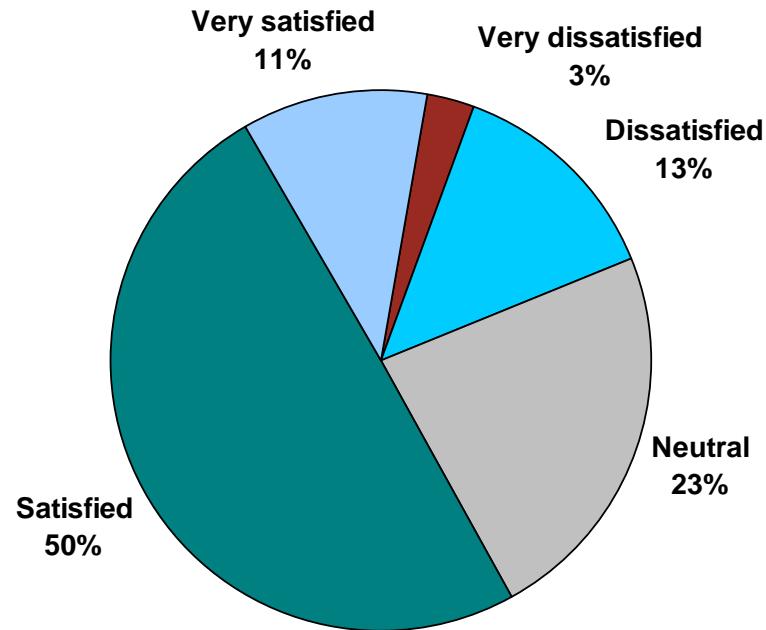
Overall Composite Score: 3.62 (499 Respondents)

Overall goal/objective is to achieve the highest satisfaction scores in the areas identified as most important by end users as illustrated by the green line.



OASIS Analysis

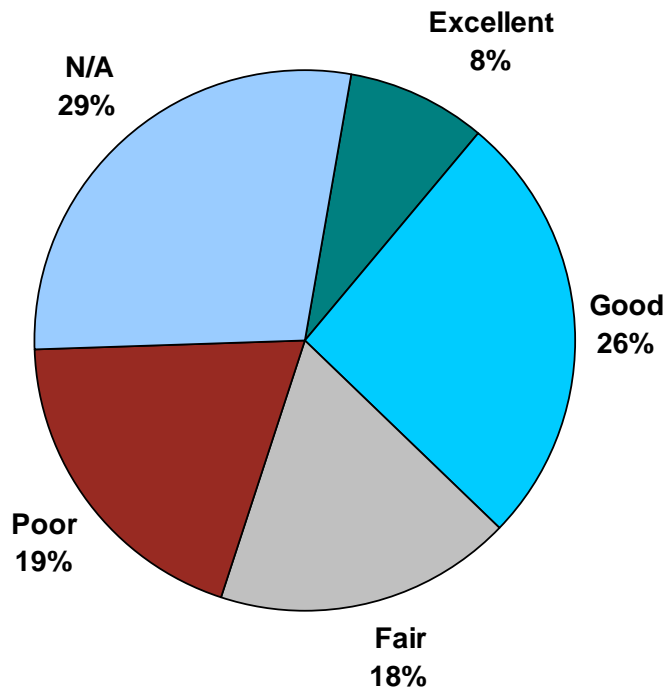
How would you rate your overall satisfaction with OASIS? (3.53)



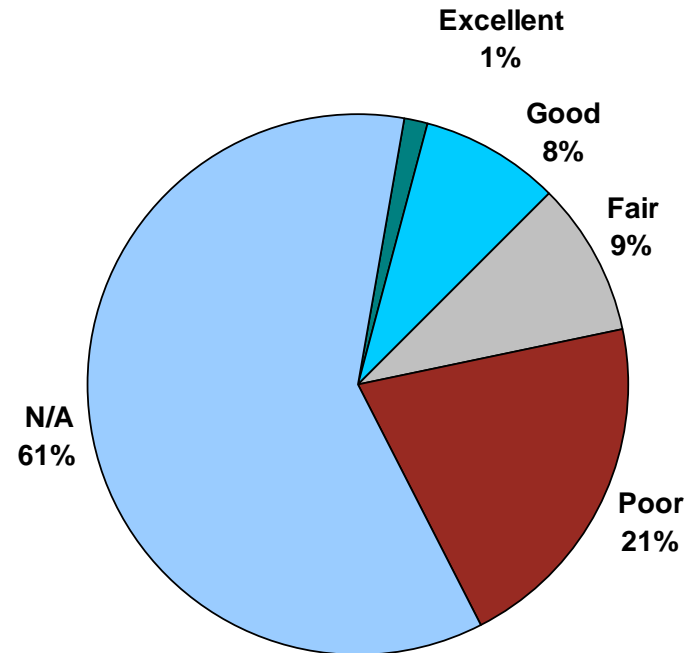
OASIS – Additional Information

How would you rate the ability of OASIS to provide access to information needed to manage cases that may be located in the following other program's or organization's systems?

Other social services programs:



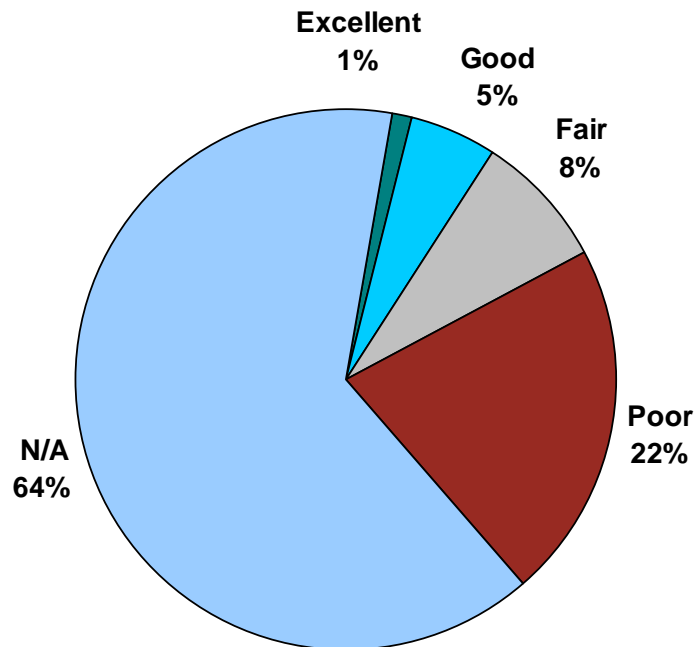
Juvenile Justice:



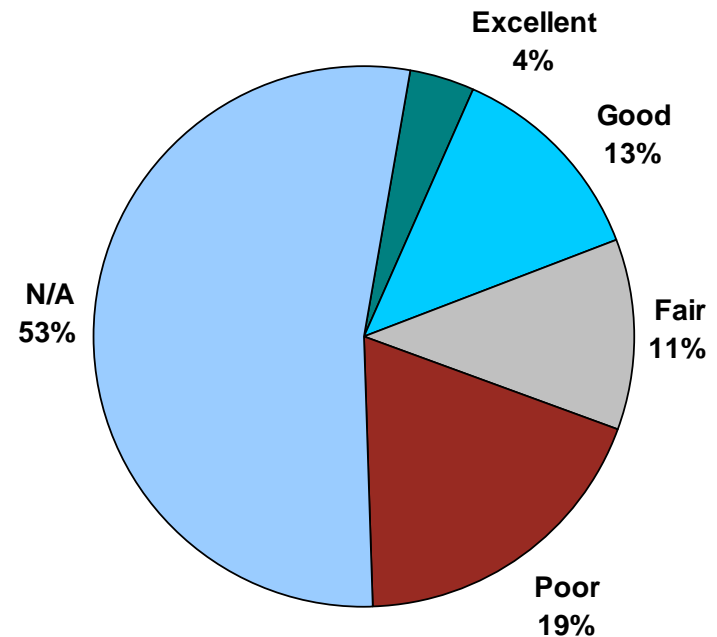
OASIS – Additional Information

How would you rate the ability of OASIS to provide access to information needed to manage cases that may be located in the following other program's or organization's systems?

Dept Medical Assistance Services:



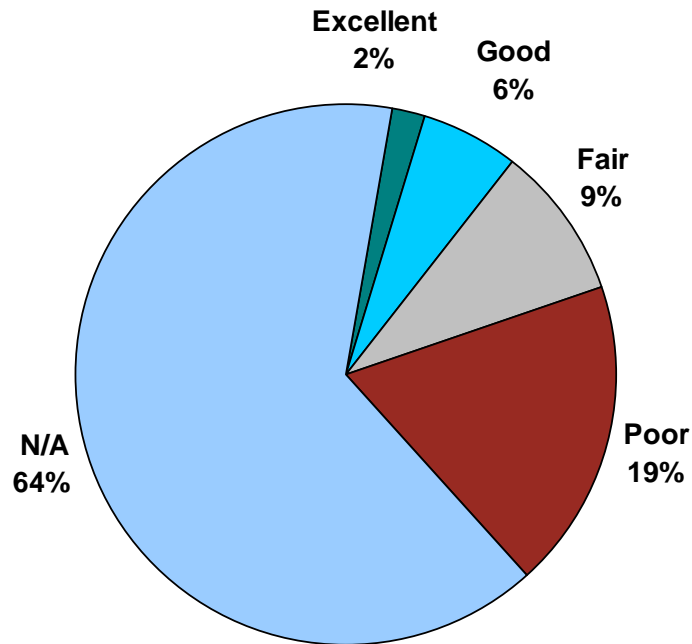
Other State Agencies:



OASIS – Additional Information

How would you rate the ability of OASIS to provide access to information needed to manage cases that may be located in the following other program's or organization's systems?

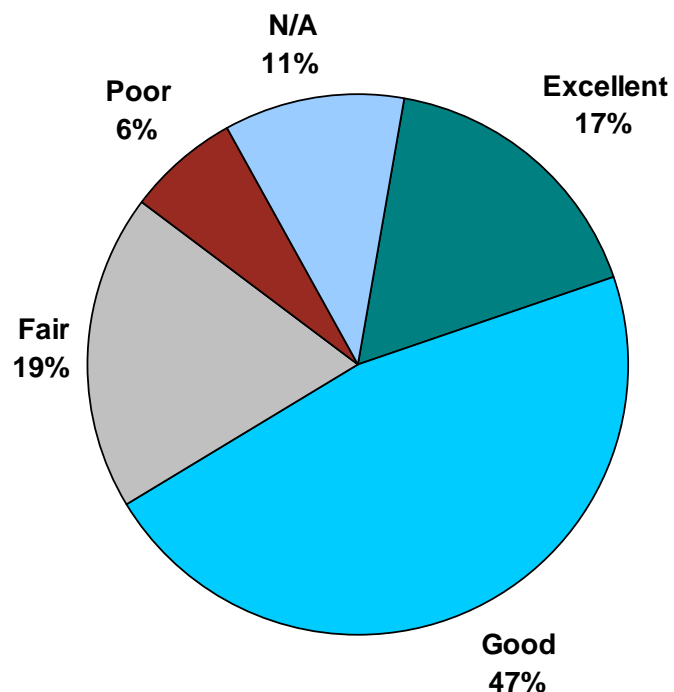
Federal Agencies:



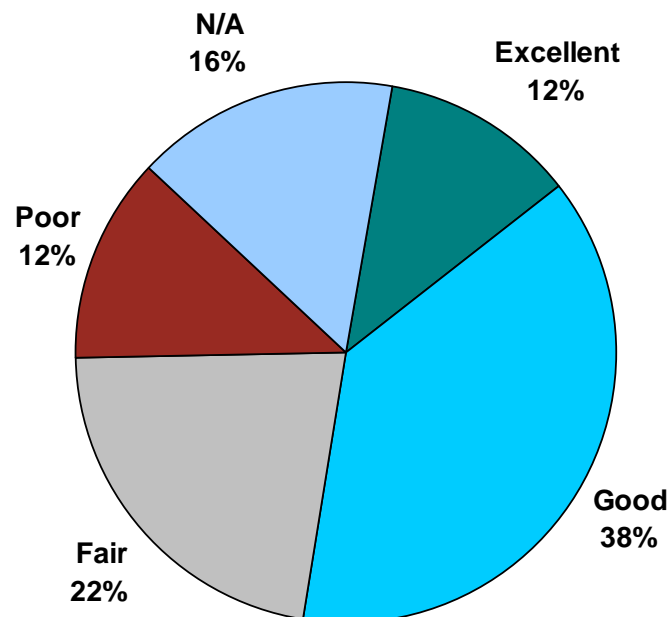
OASIS – Additional Information

How would you rate OASIS's ability to facilitate the following activities?

Reporting required client information to the State:



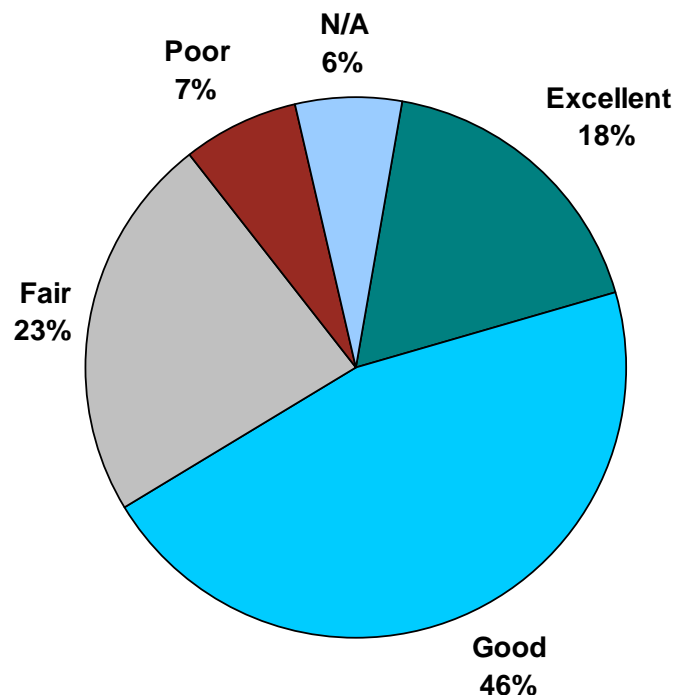
Providing information needed to supervise and manage local operations:



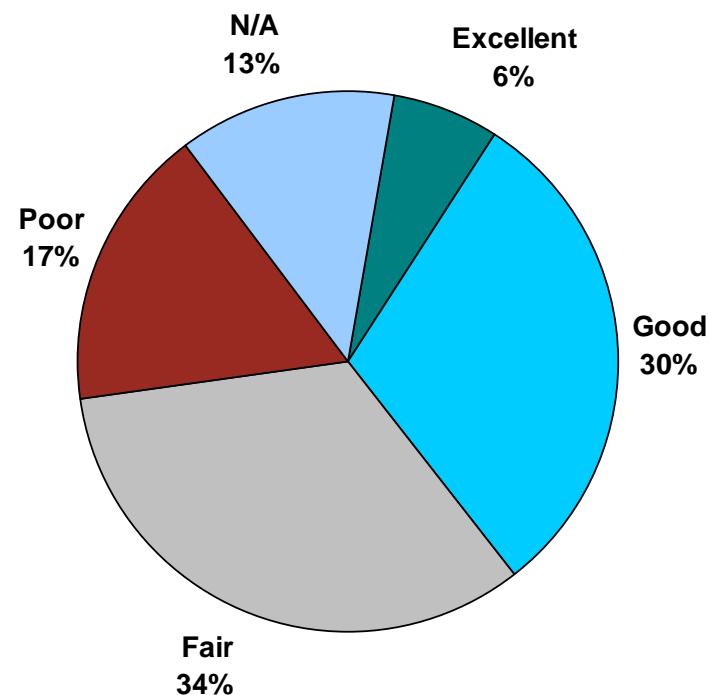
OASIS – Additional Information

How would you rate OASIS's ability to facilitate the following activities?

Managing individual cases:



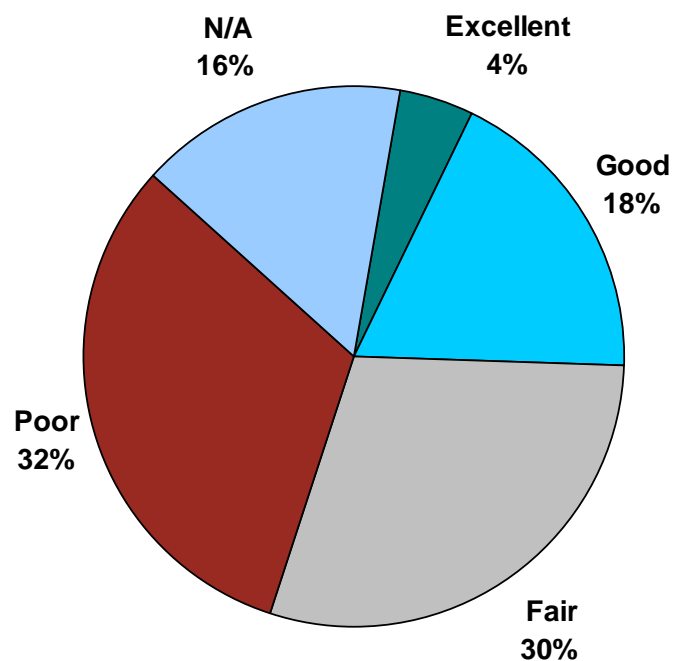
Improving client service



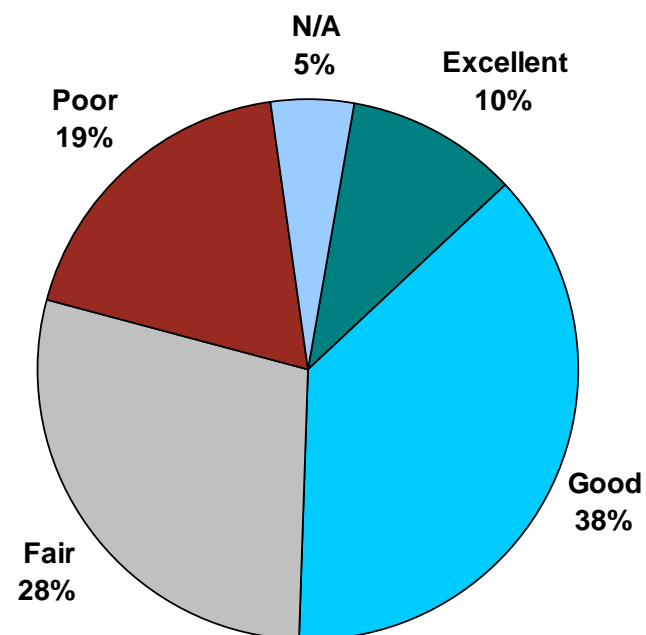
OASIS – Additional Information

How would you rate OASIS's ability to facilitate the following activities?

Decreasing the time to serve clients:



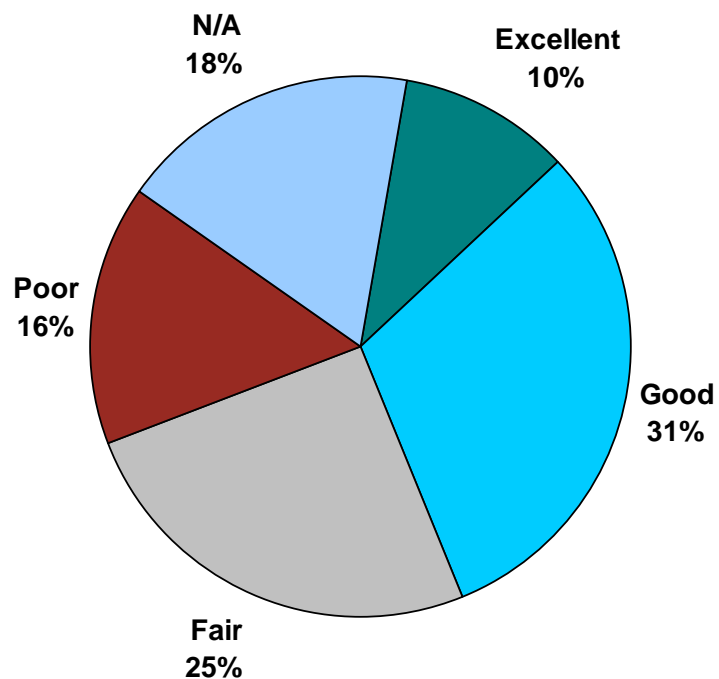
Data Entry:



OASIS – Additional Information

How would you rate OASIS's ability to facilitate the following activities?

Providing reports to the Courts:





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VACIS Results

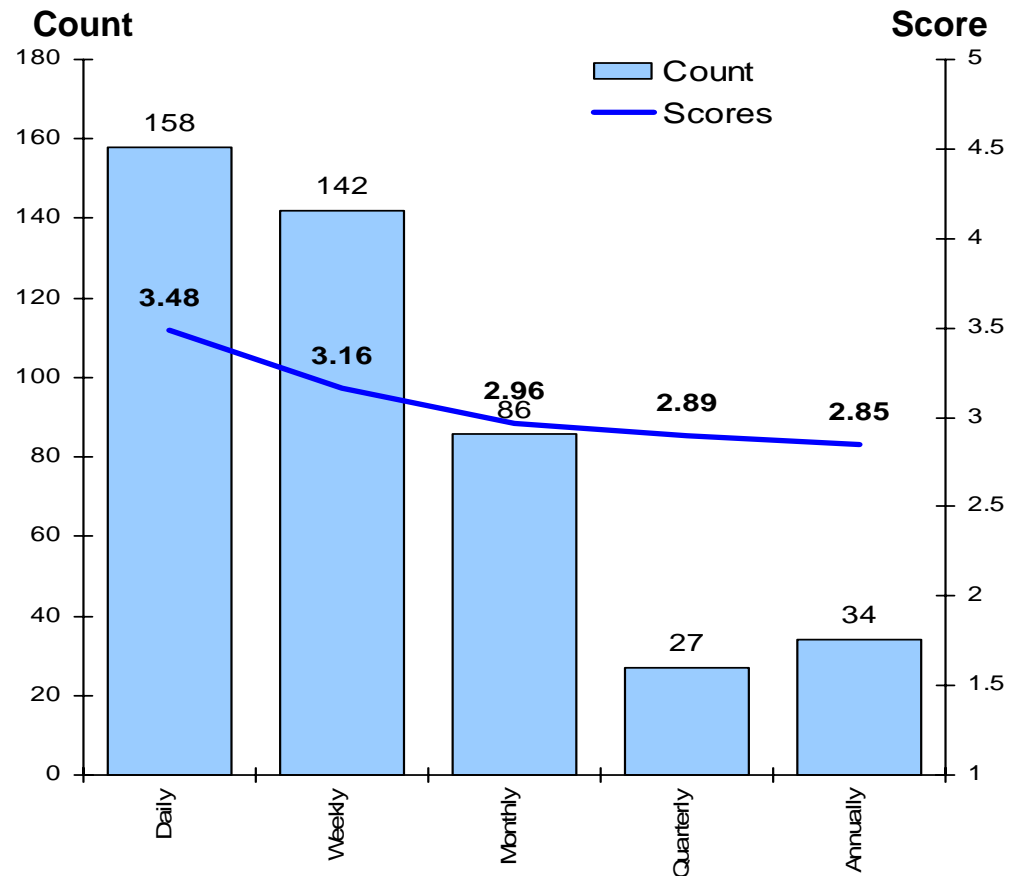
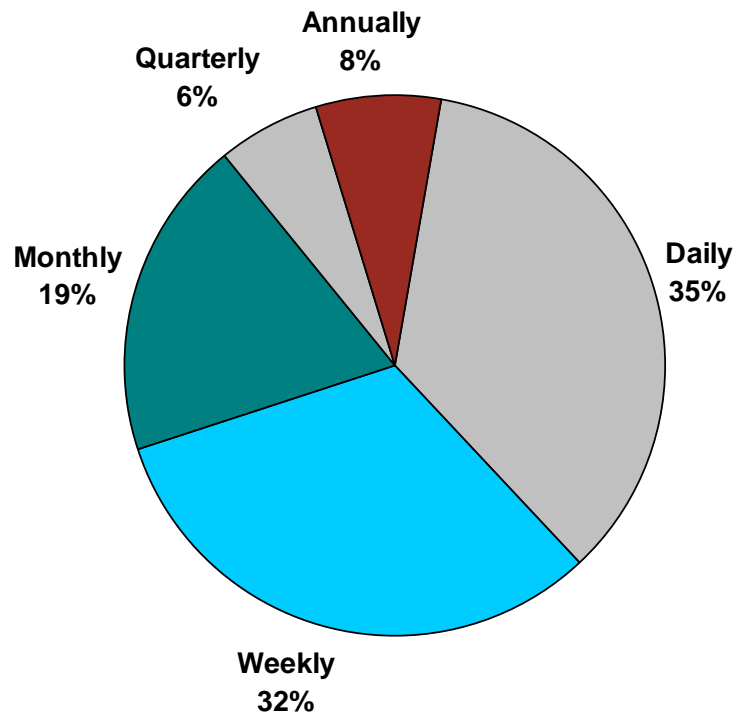
Respondent Profile Analysis

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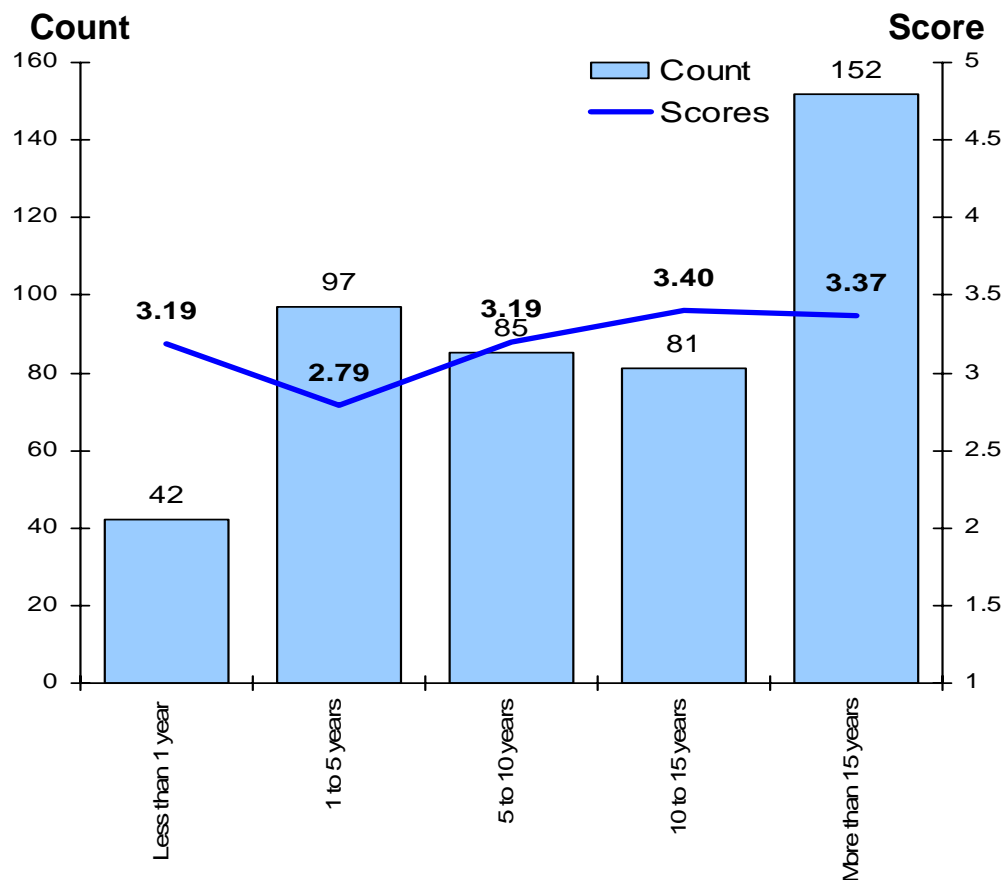
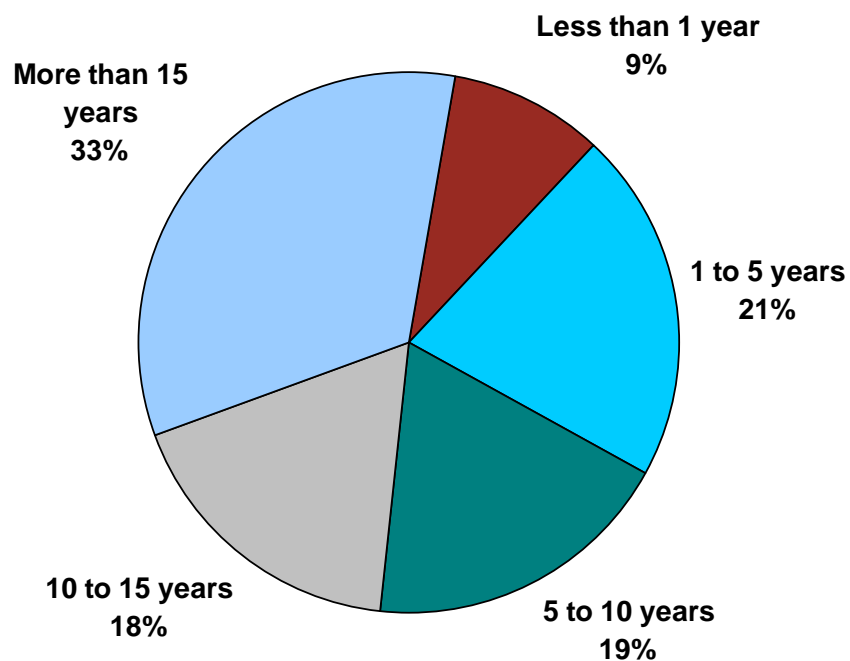
VACIS Respondent Profile

On average, how frequently do you use VACIS?



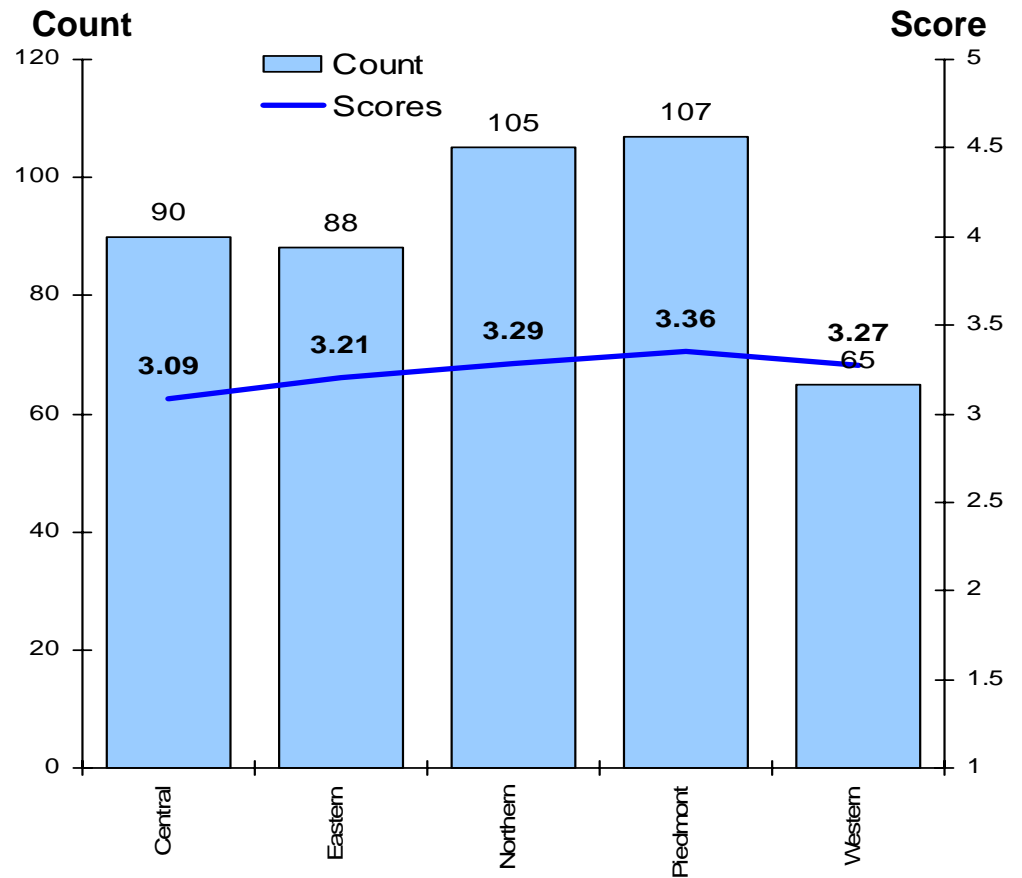
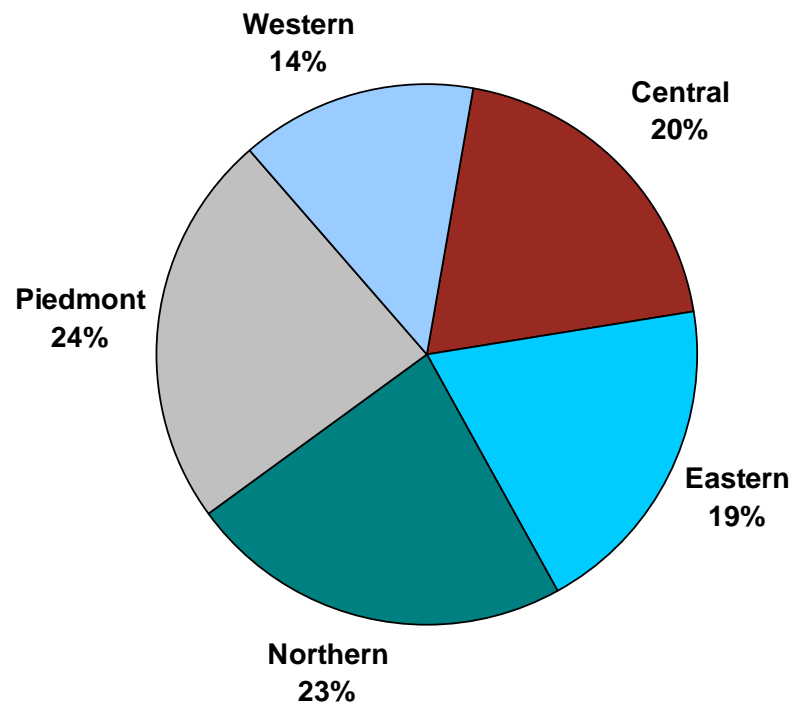
VACIS Respondent Profile

How long have you been using VACIS?



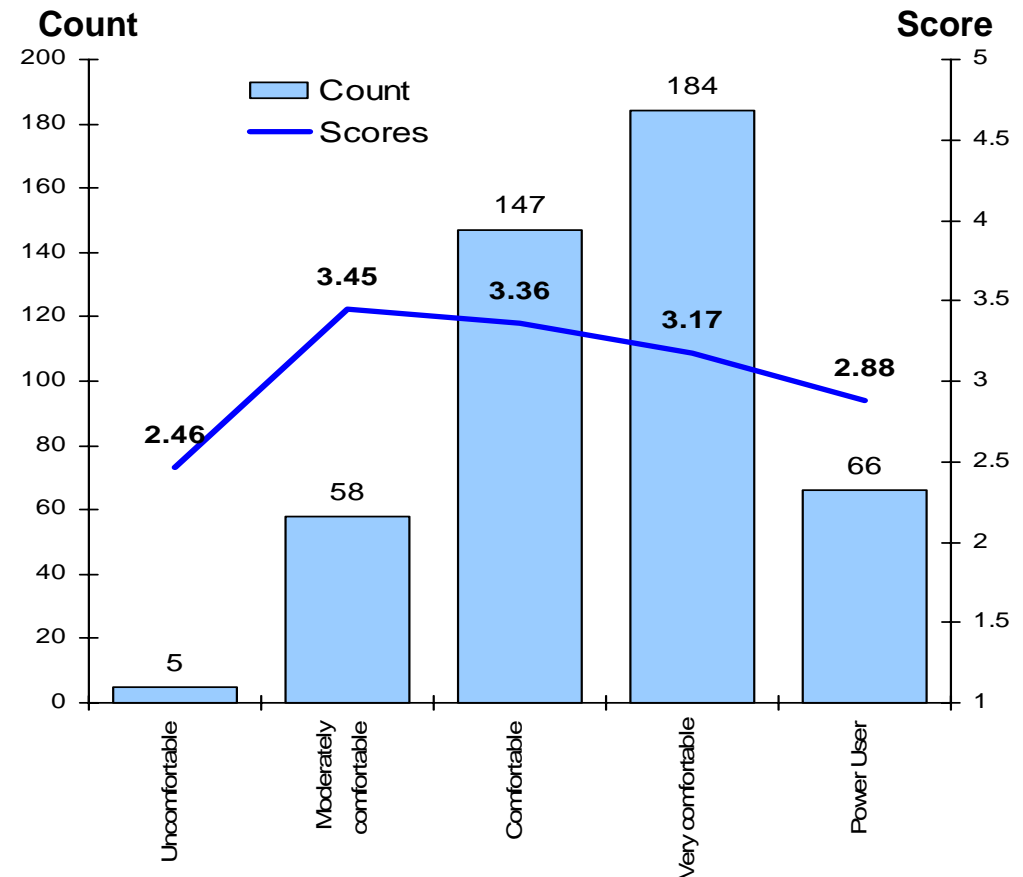
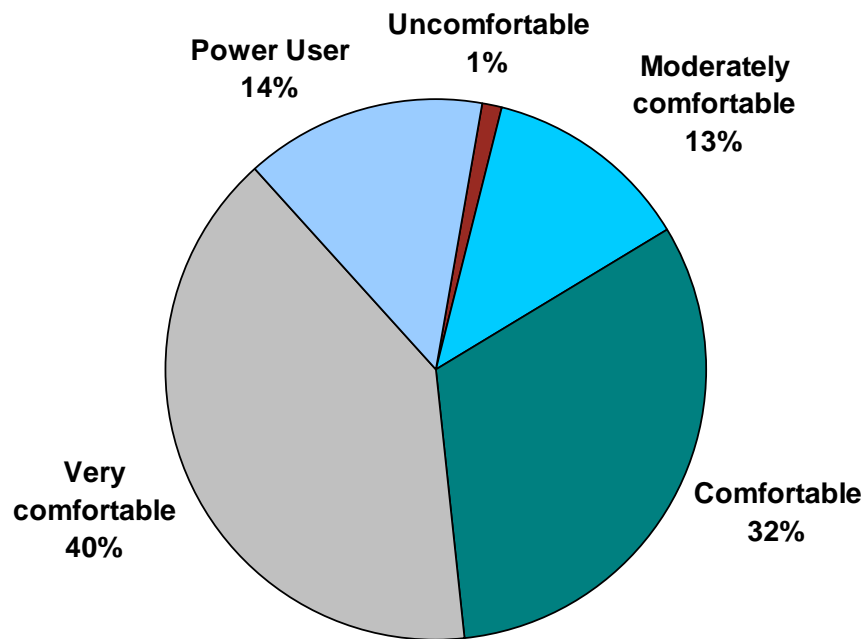
VACIS Respondent Profile

Region



VACIS Respondent Profile

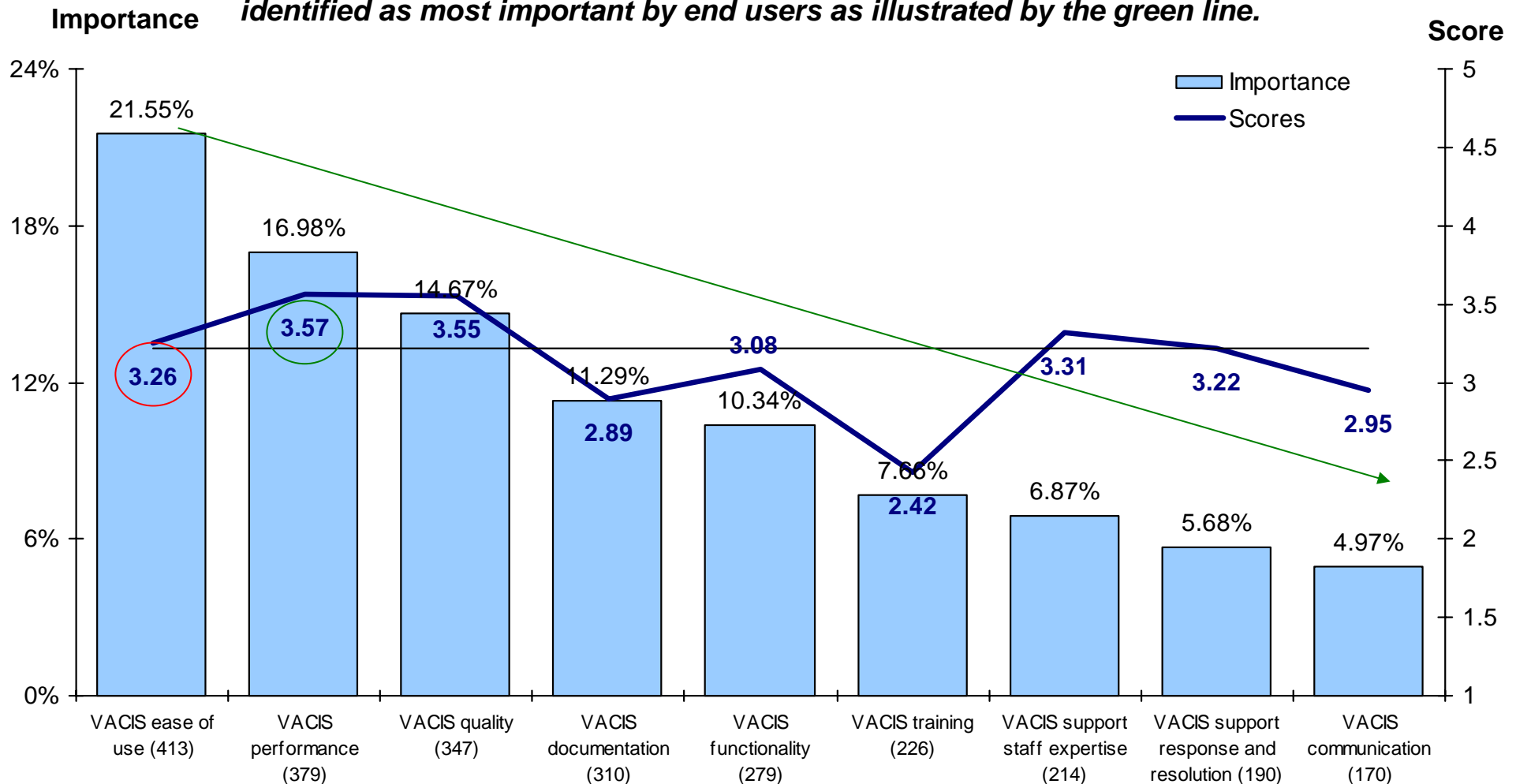
Computer Proficiency



VACIS Analysis

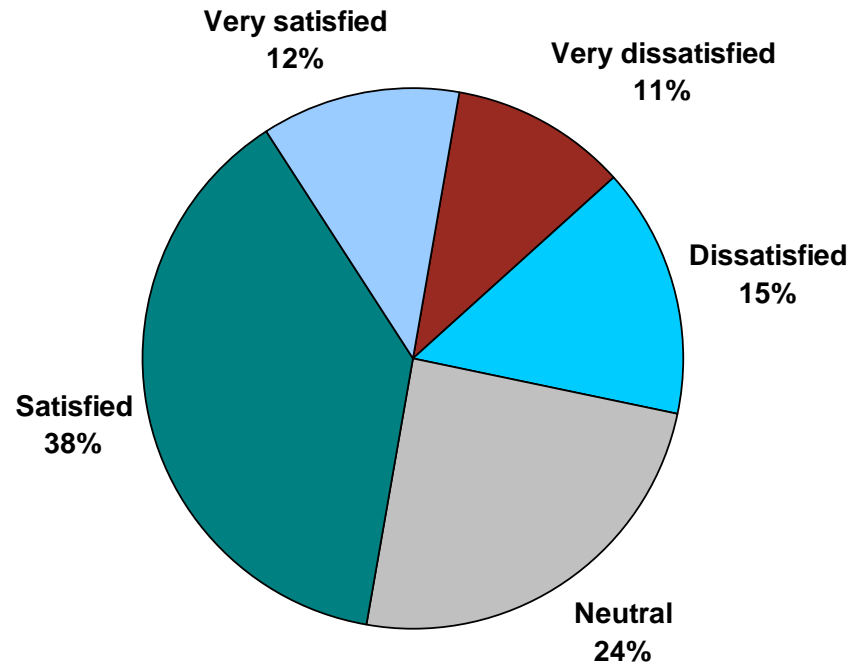
Overall Composite Score: 3.22 (465 Respondents)

Overall goal/objective is to achieve the highest satisfaction scores in the areas identified as most important by end users as illustrated by the green line.



VACIS Analysis

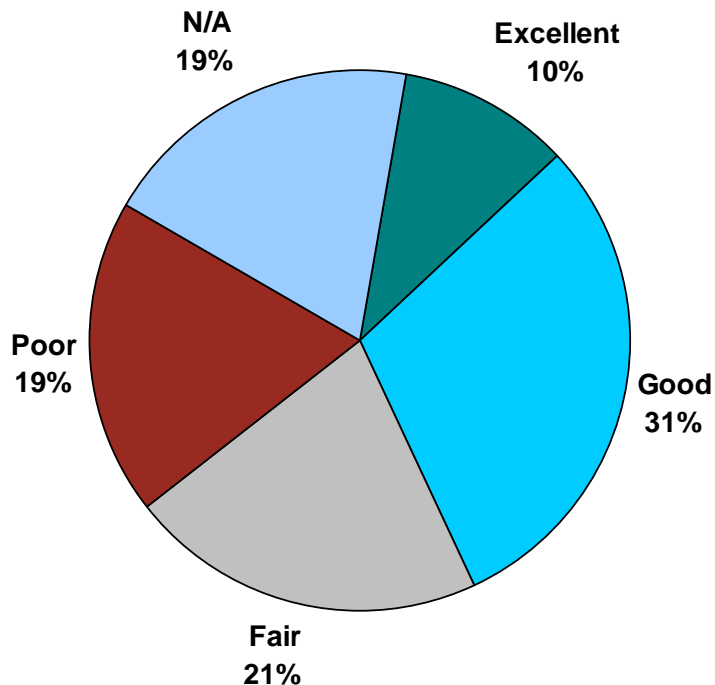
How would you rate your overall satisfaction with VACIS? (3.25)



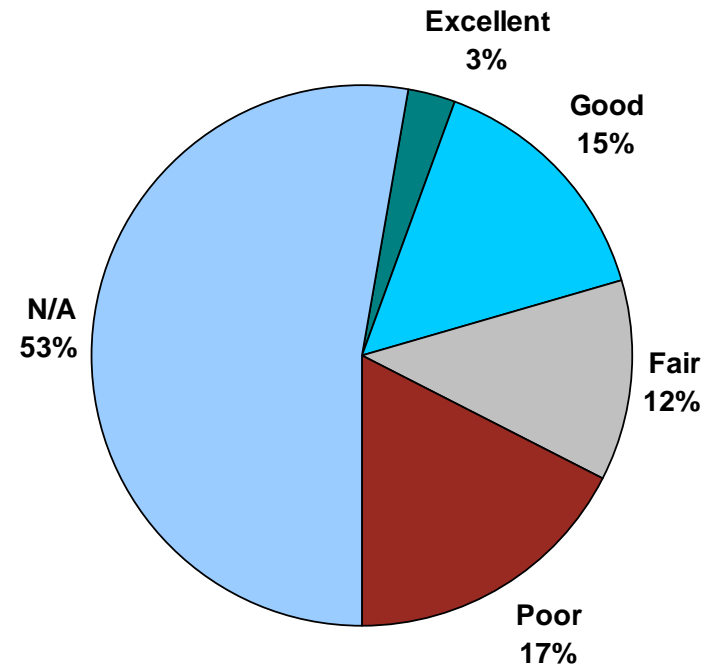
VACIS – Additional Information

How would you rate the ability of VACIS to provide access to information needed to manage cases that may be located in the following other program's or organization's systems?

Other social services programs:



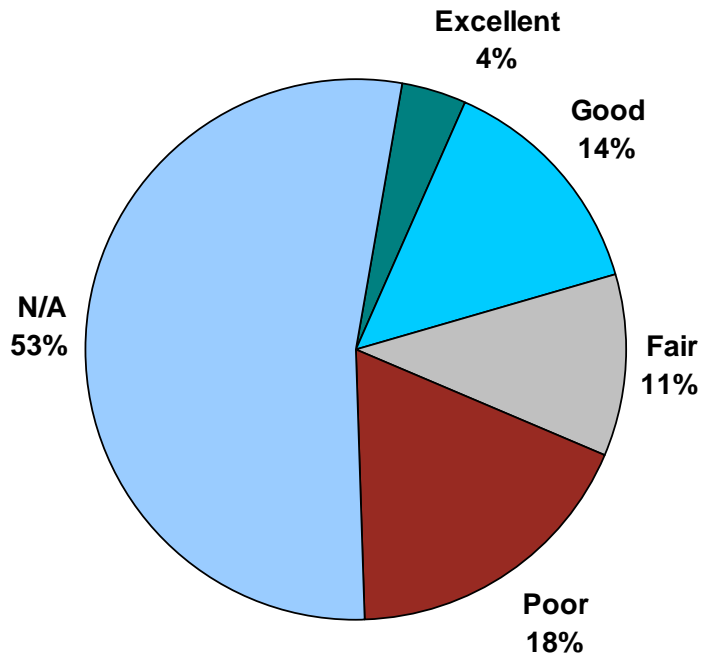
Dept Medical Assistance services



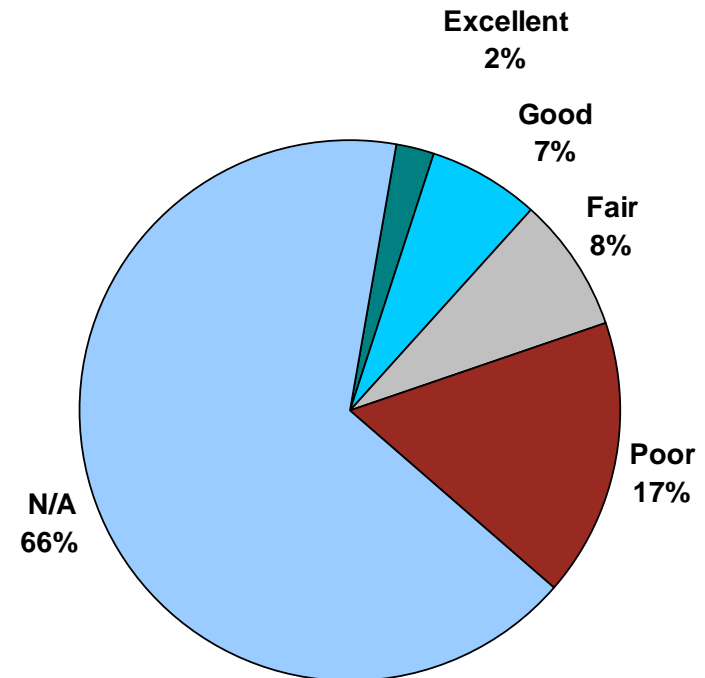
VACIS – Additional Information

How would you rate the ability of VACIS to provide access to information needed to manage cases that may be located in the following other program's or organization's systems?

Other State Agencies:



Federal Agencies:

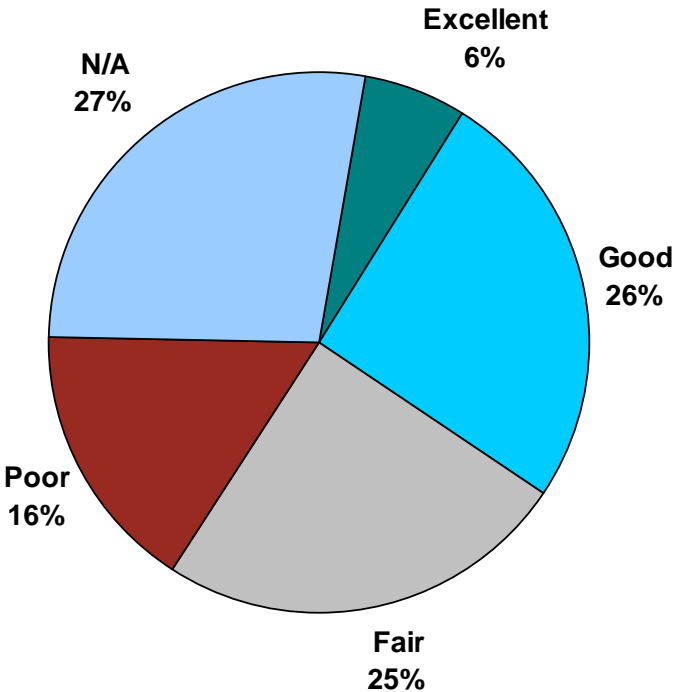
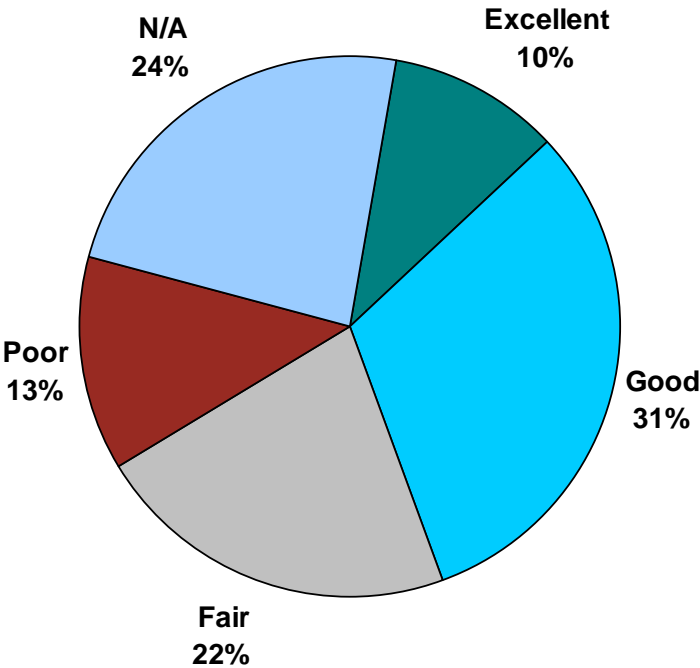


VACIS – Additional Information

How would you rate VACIS’s ability to facilitate the following activities?

Reporting required client information to the State:

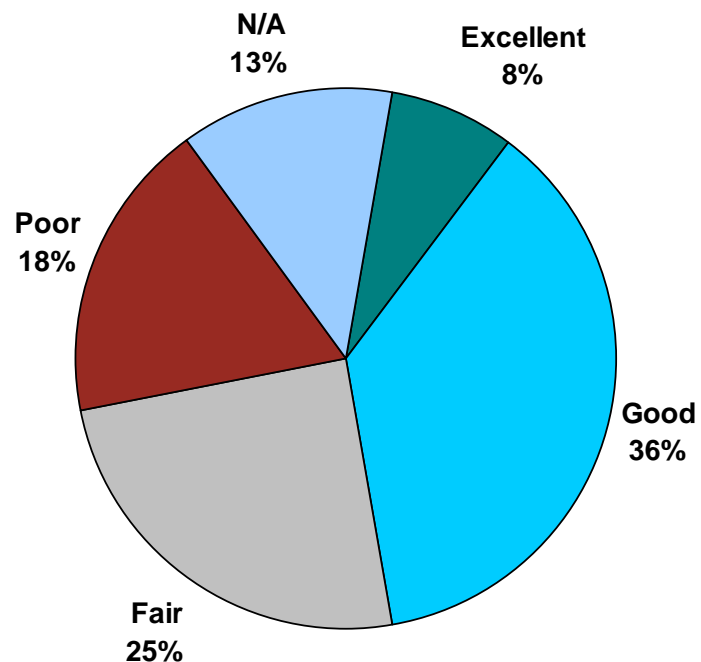
Providing information needed to supervise and manage local operations:



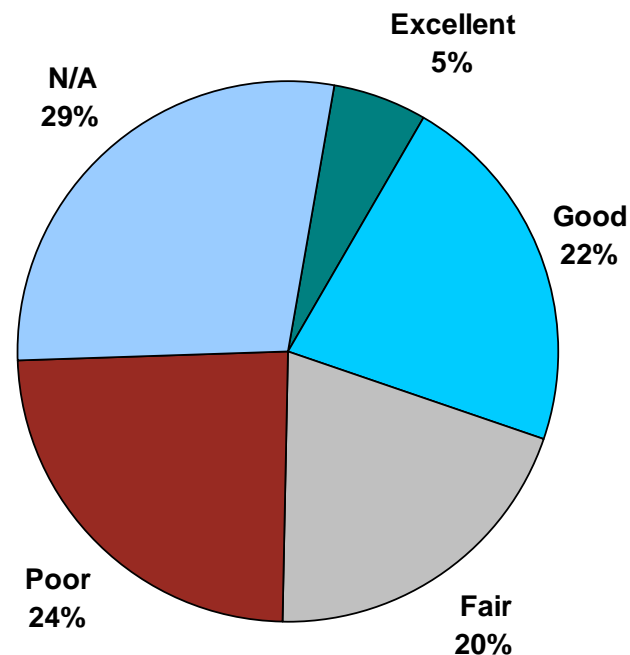
VACIS – Additional Information

How would you rate VACIS's ability to facilitate the following activities?

Managing individual cases:



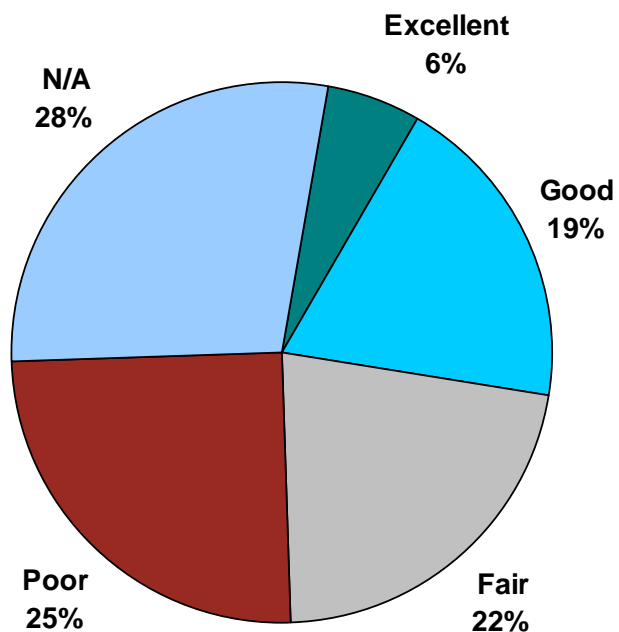
Improving client service



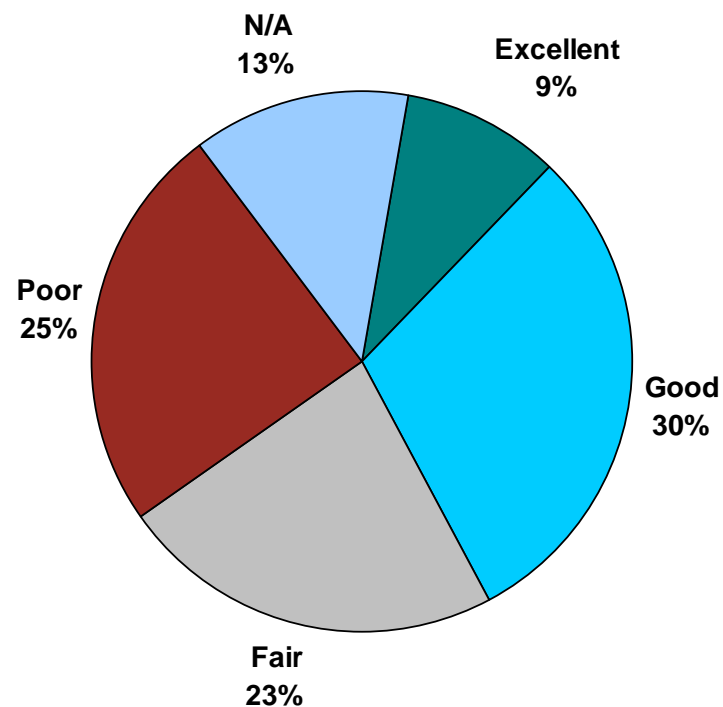
VACIS – Additional Information

How would you rate VACIS's ability to facilitate the following activities?

Decreasing the time to serve clients:



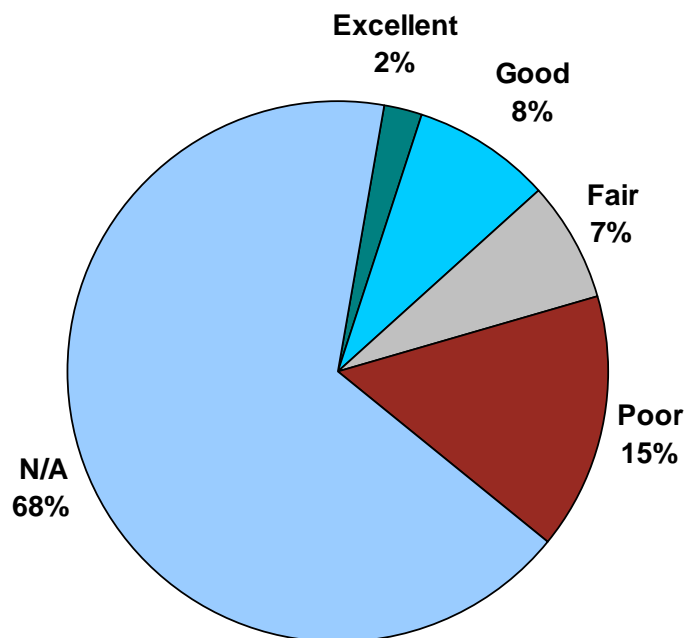
Data Entry:



VACIS – Additional Information

How would you rate VACIS's ability to facilitate the following activities?

Providing reports to the Courts:





consulting

VSSS
Findings Document
September 2005

VAMMIS Results

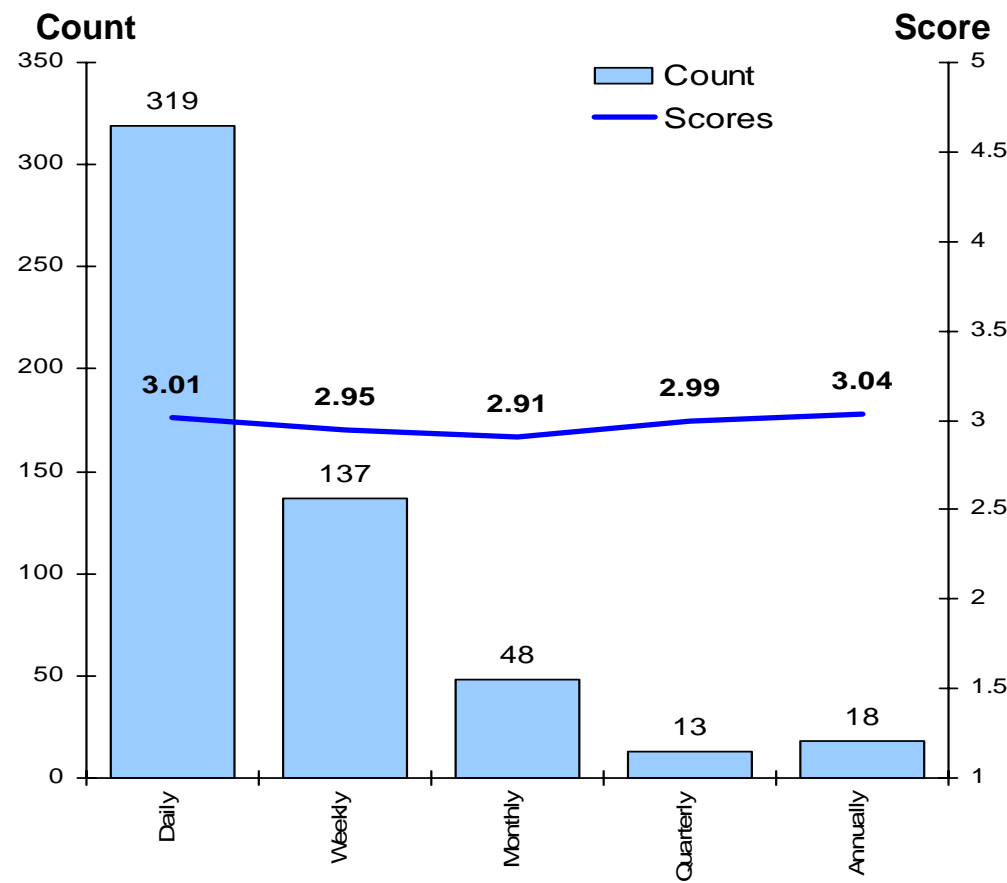
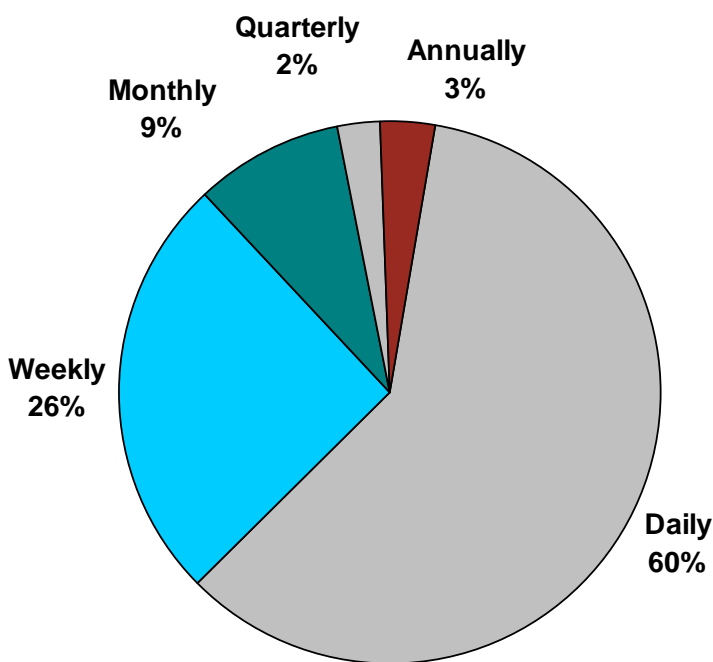
Respondent Profile Analysis

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Page 59

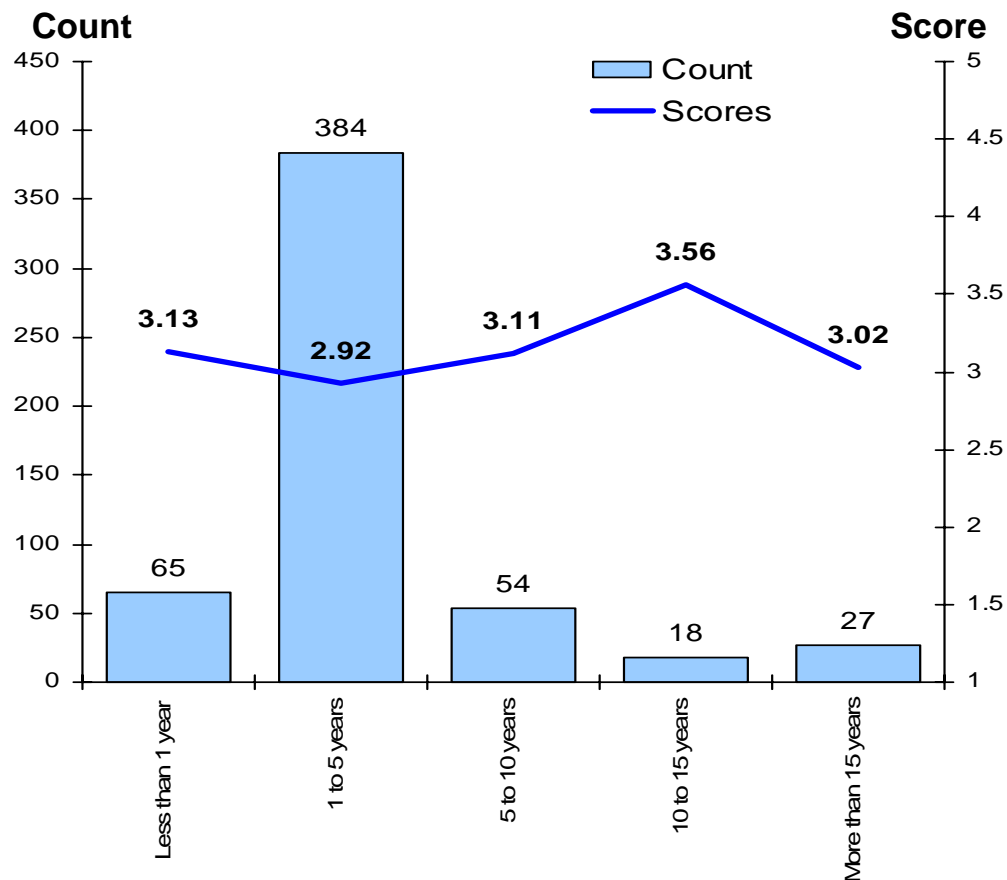
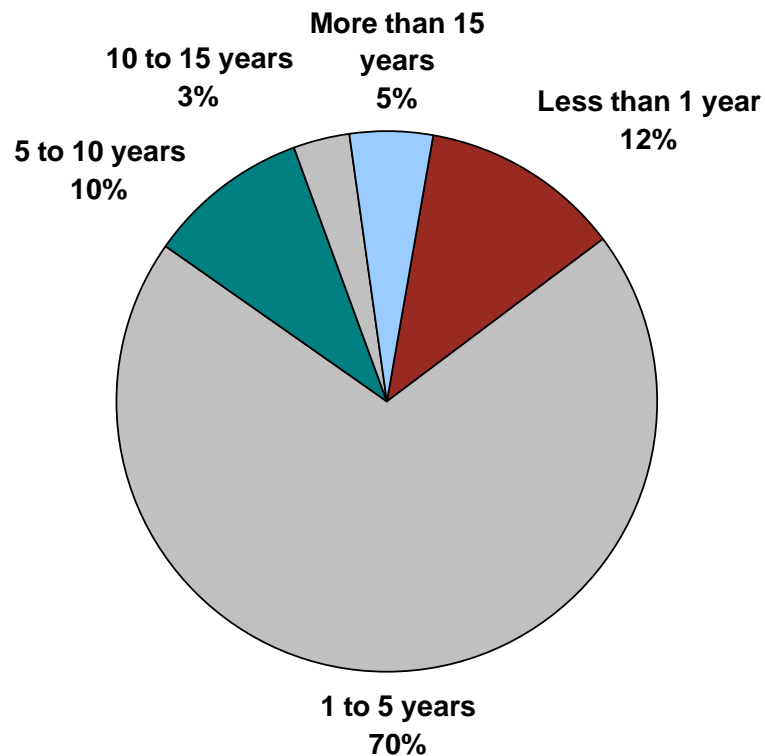
VAMMIS Respondent Profile

On average, how frequently do you use VAMMIS?



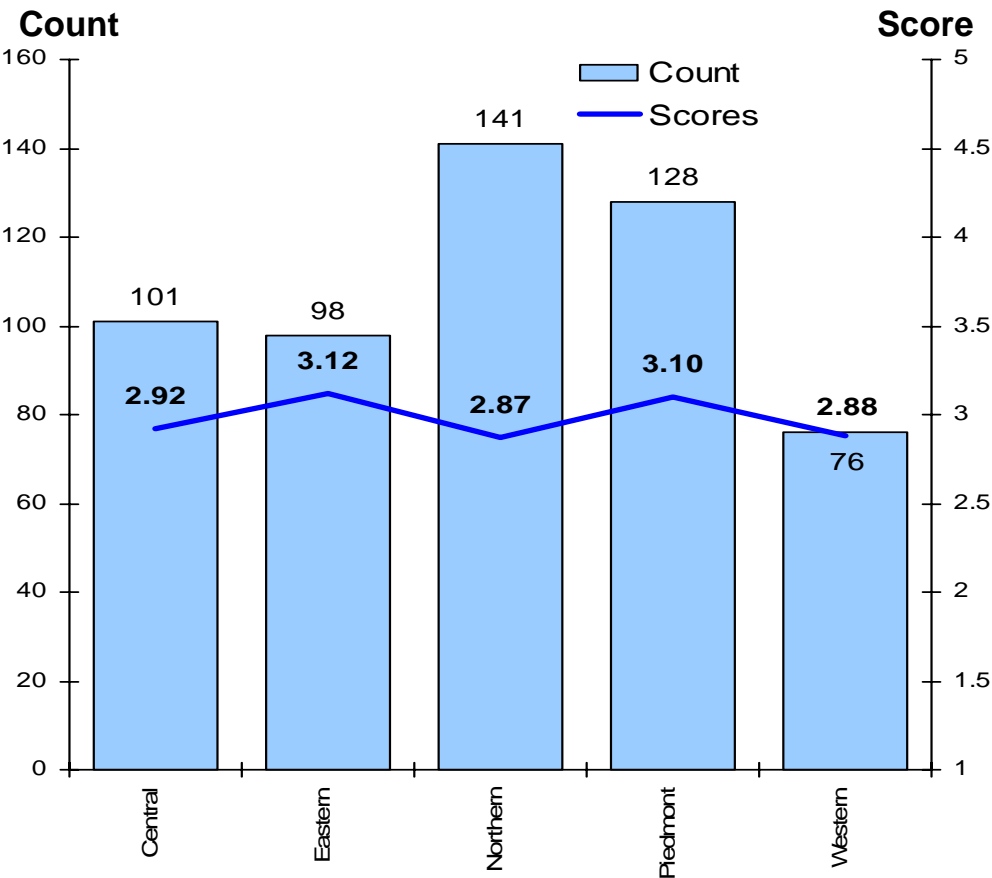
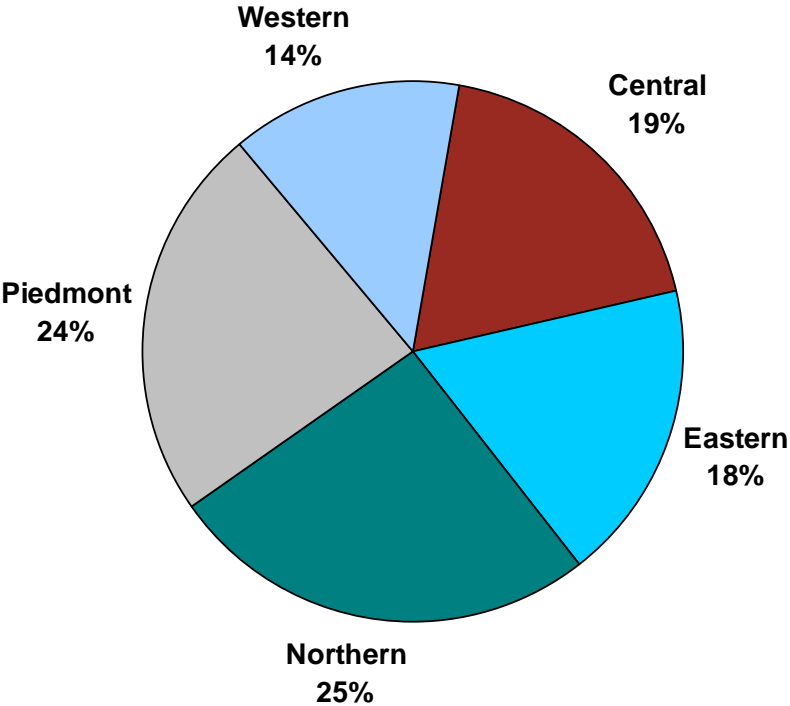
VAMMIS Respondent Profile

How long have you been using VAMMIS?



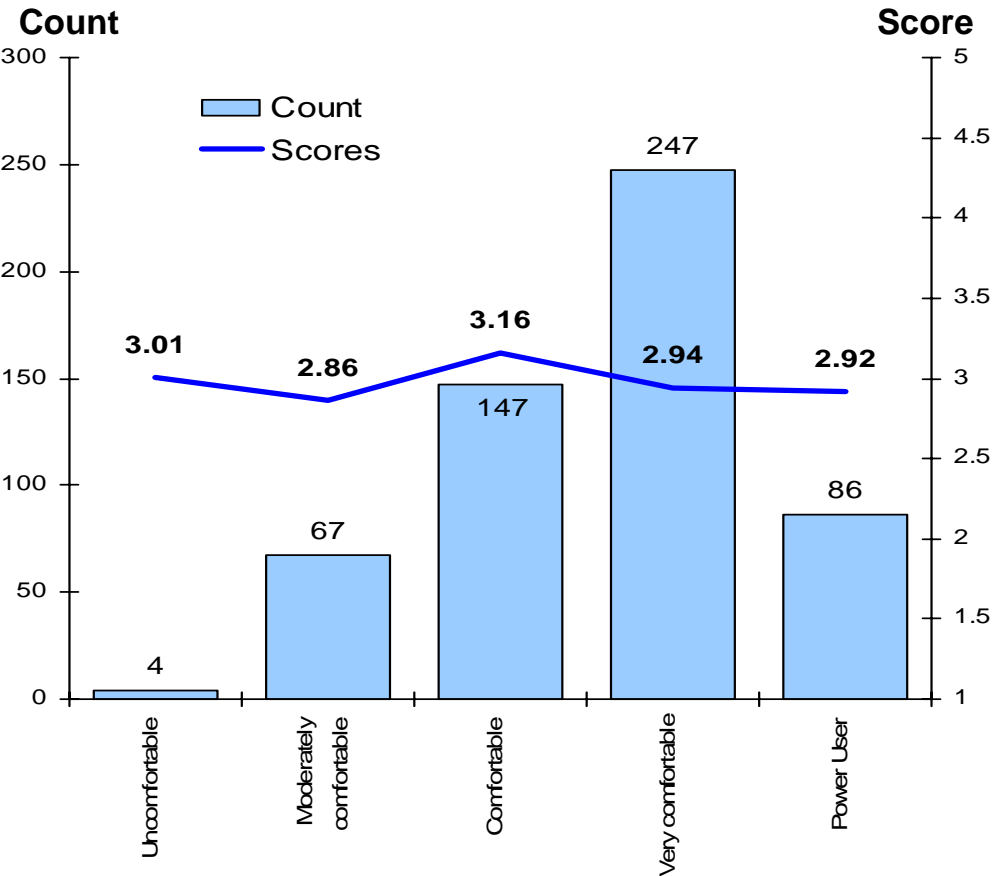
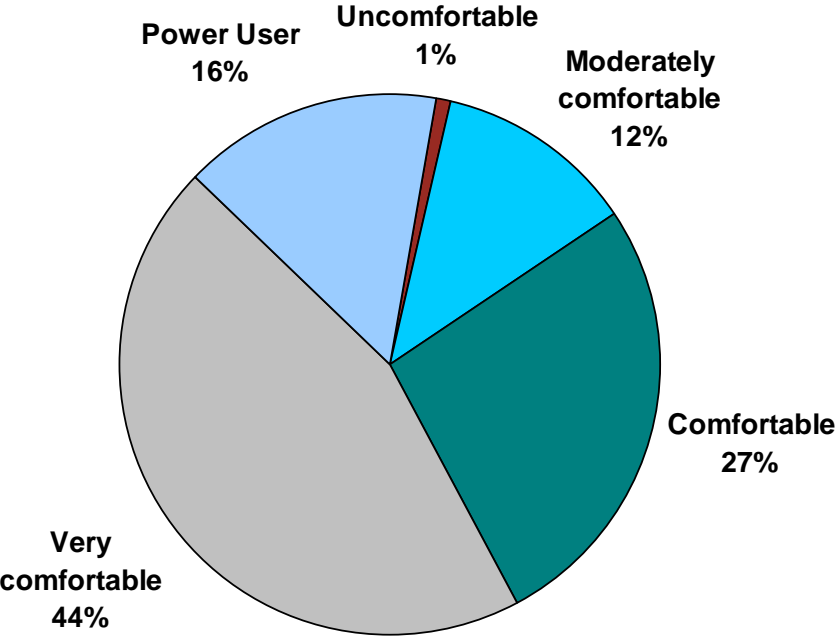
VAMMIS Respondent Profile

Region



VAMMIS Respondent Profile

Computer Proficiency

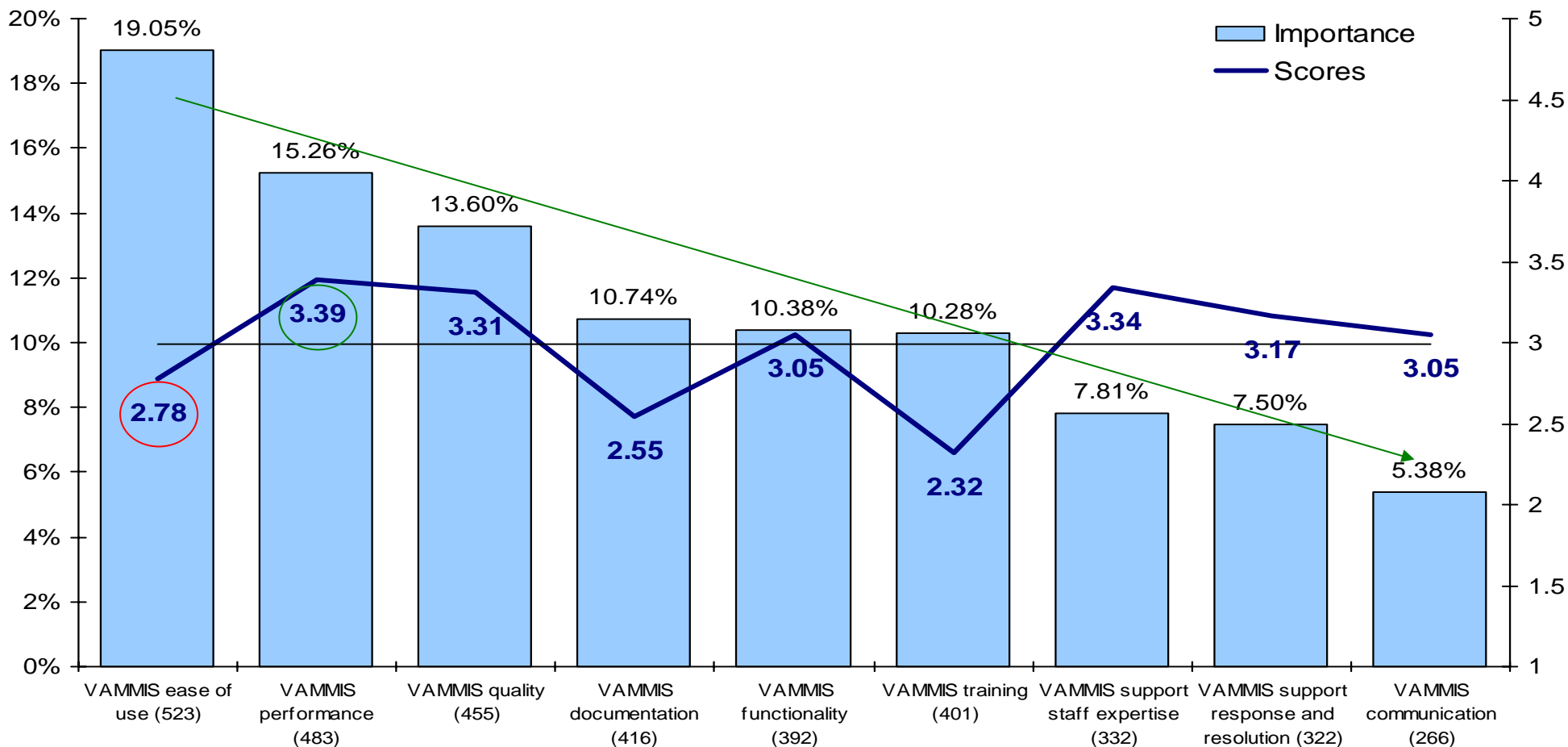


VAMMIS Analysis

Overall Composite Score: 2.99 (553 Respondents)

Overall goal/objective is to achieve the highest satisfaction scores in the areas identified as most important by end users as illustrated by the green line.

Importance

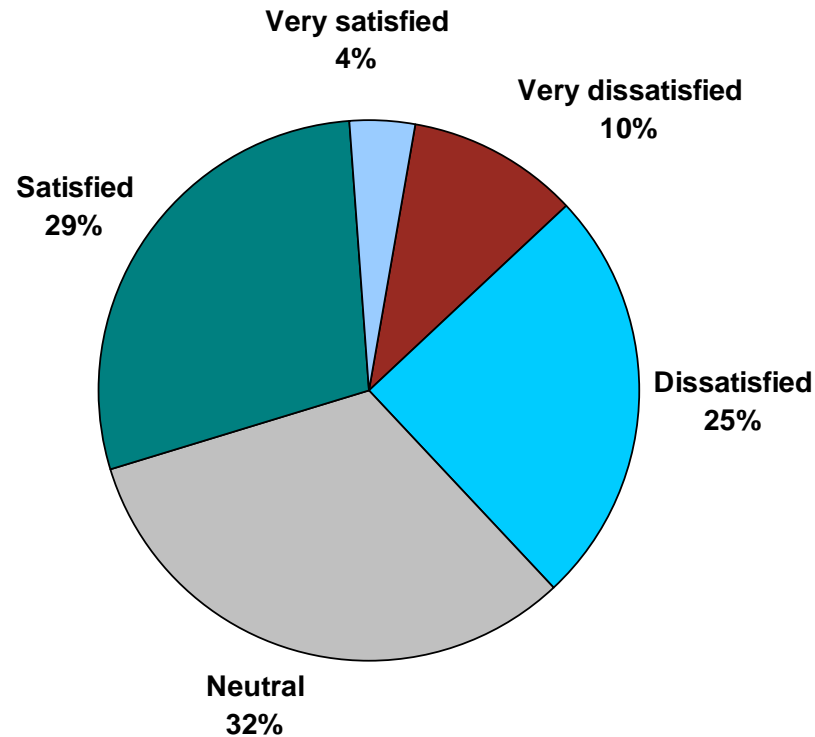


consulting

Gartner

VAMMIS Analysis

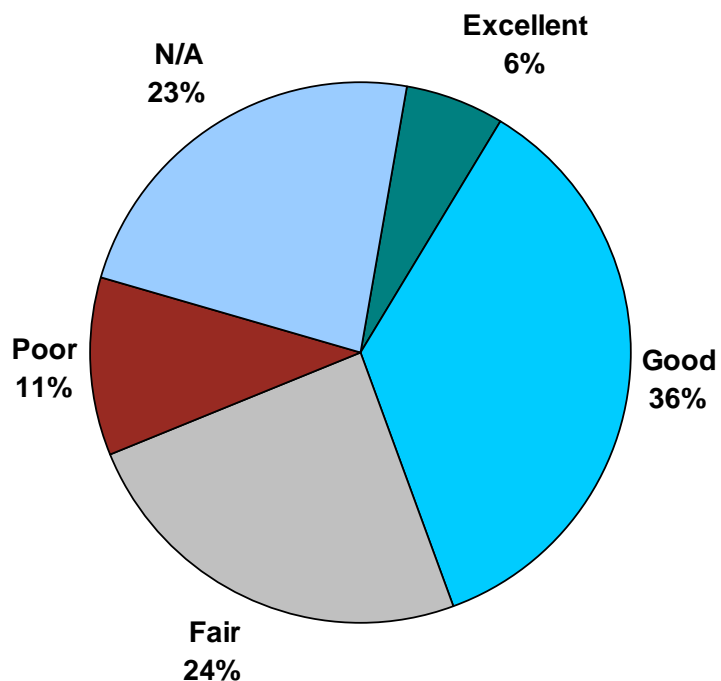
How would you rate your overall satisfaction with VAMMIS? (2.91)



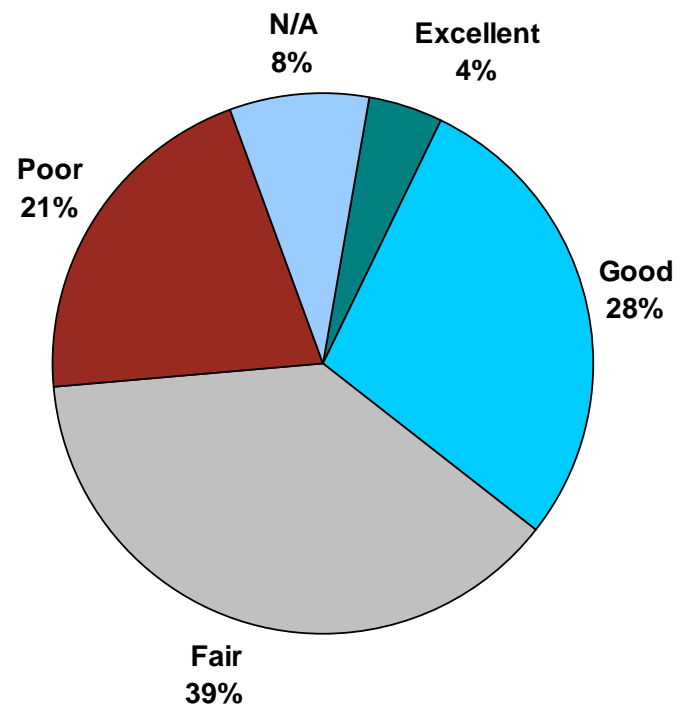
VAMMIS – Additional Information

How would you rate VAMMIS's ability to facilitate the following activities?

Reporting required client information to the State:



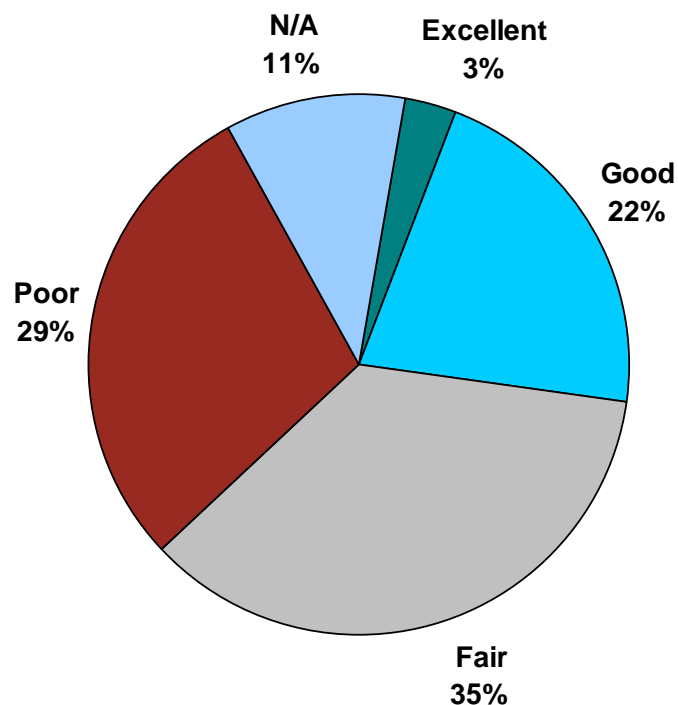
Managing individual cases:



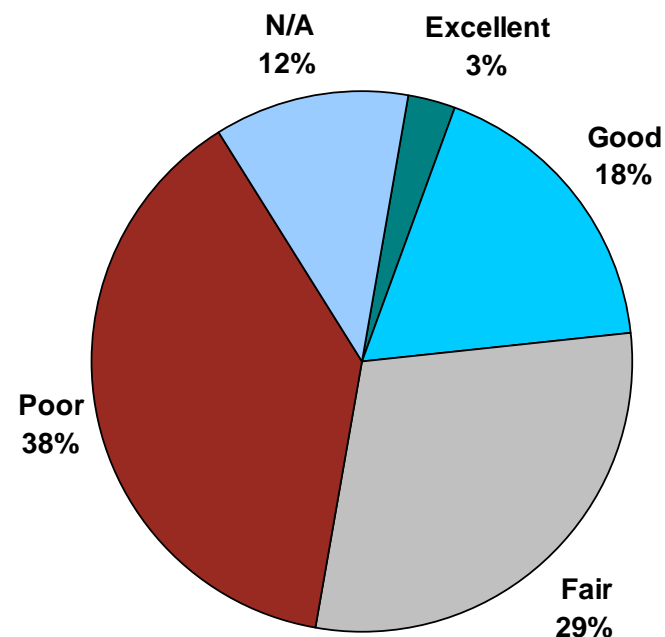
VAMMIS – Additional Information

How would you rate VAMMIS's ability to facilitate the following activities?

Improving client service:



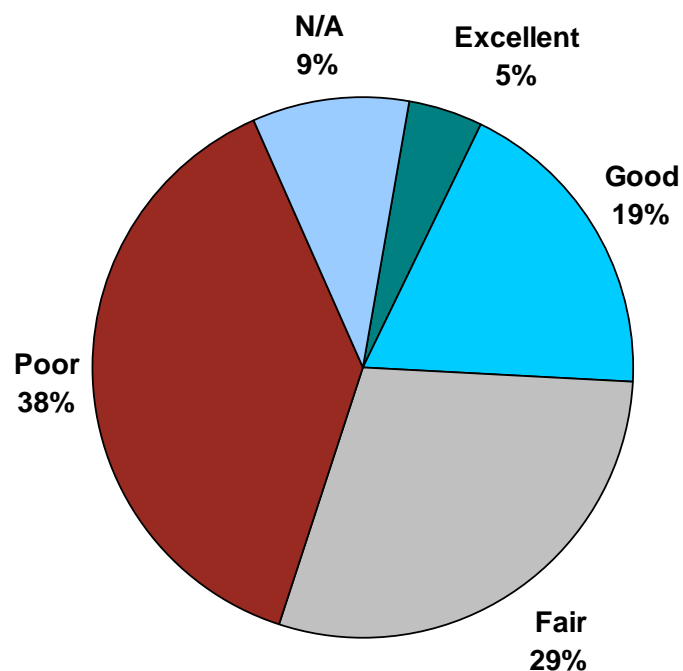
Decreasing the time to serve clients:



VAMMIS – Additional Information

How would you rate VAMMIS's ability to facilitate the following activities?

Data Entry:





Appendix: ADAPT

Detailed breakdown by:

Job Classification

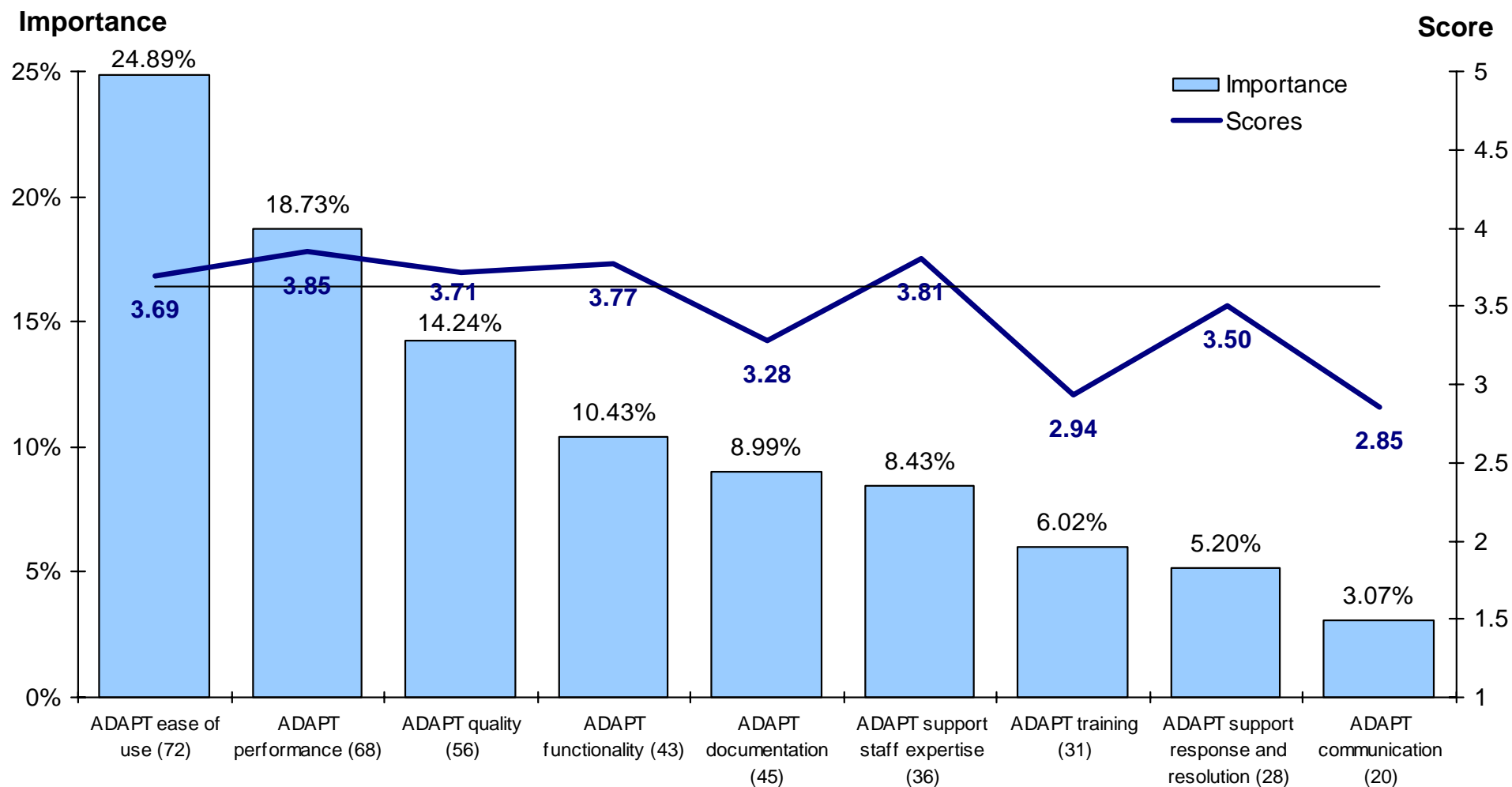
Length working with VSSS

Region

Program Unit

Appendix: ADAPT

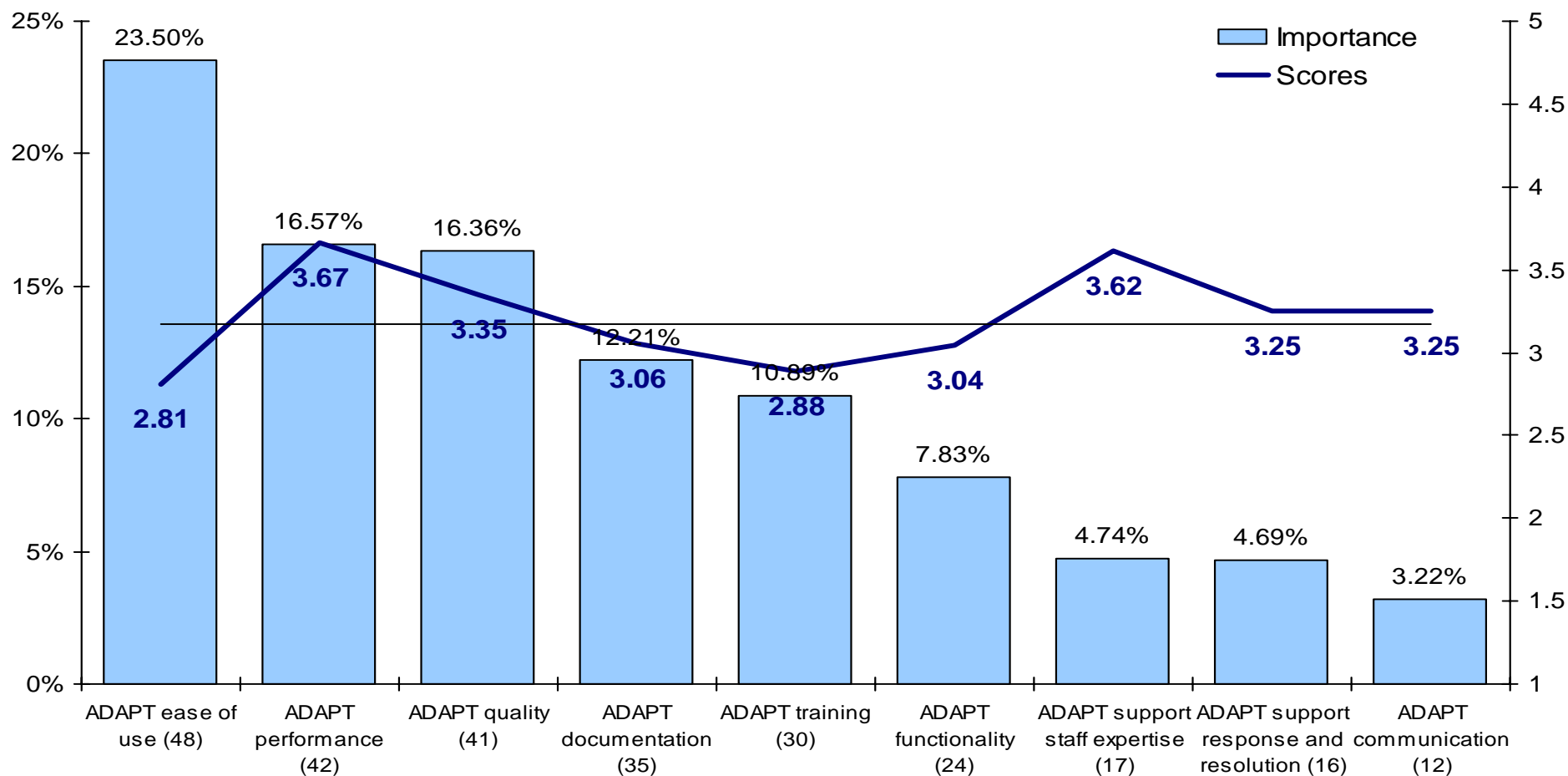
Job Classification: Administrative/Financial Services Support Worker (3.62,77)



Appendix: ADAPT

Job Classification: Child Support Enforcement Worker (3.17,50)

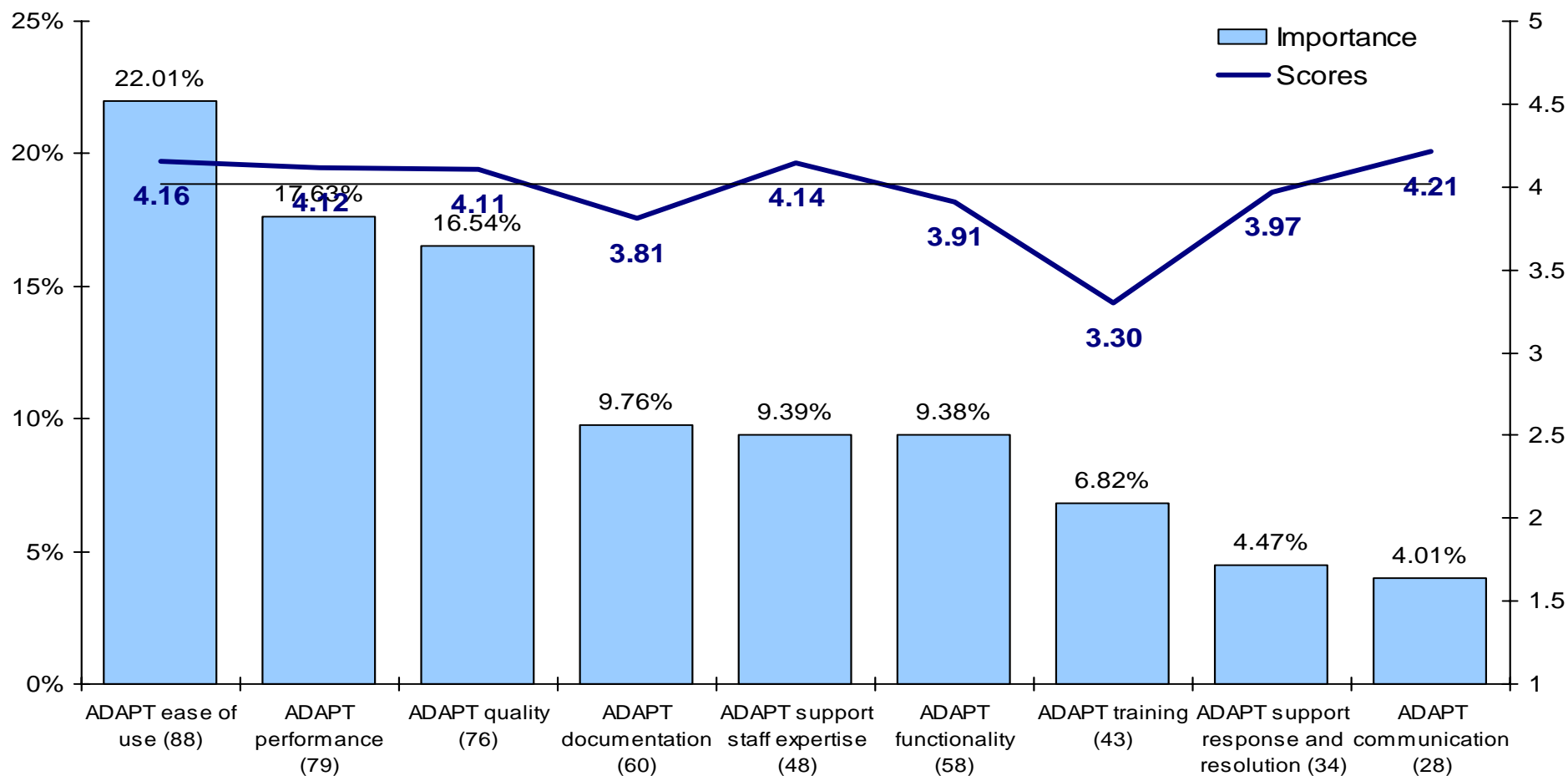
Importance



Appendix: ADAPT

Job Classification: Clerical Worker (4.02,93)

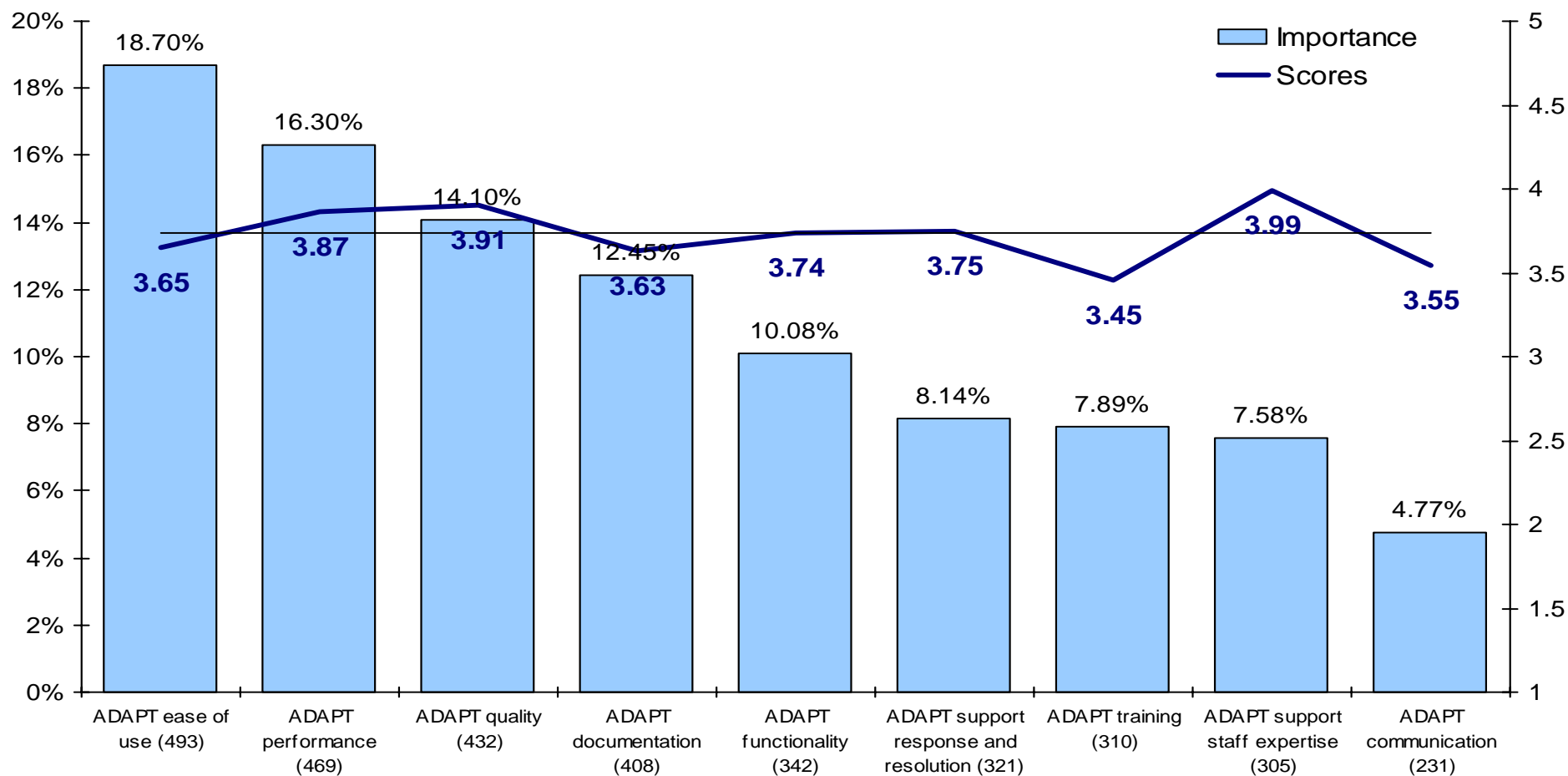
Importance



Appendix: ADAPT

Job Classification: Eligibility/Benefits Worker (3.74,524)

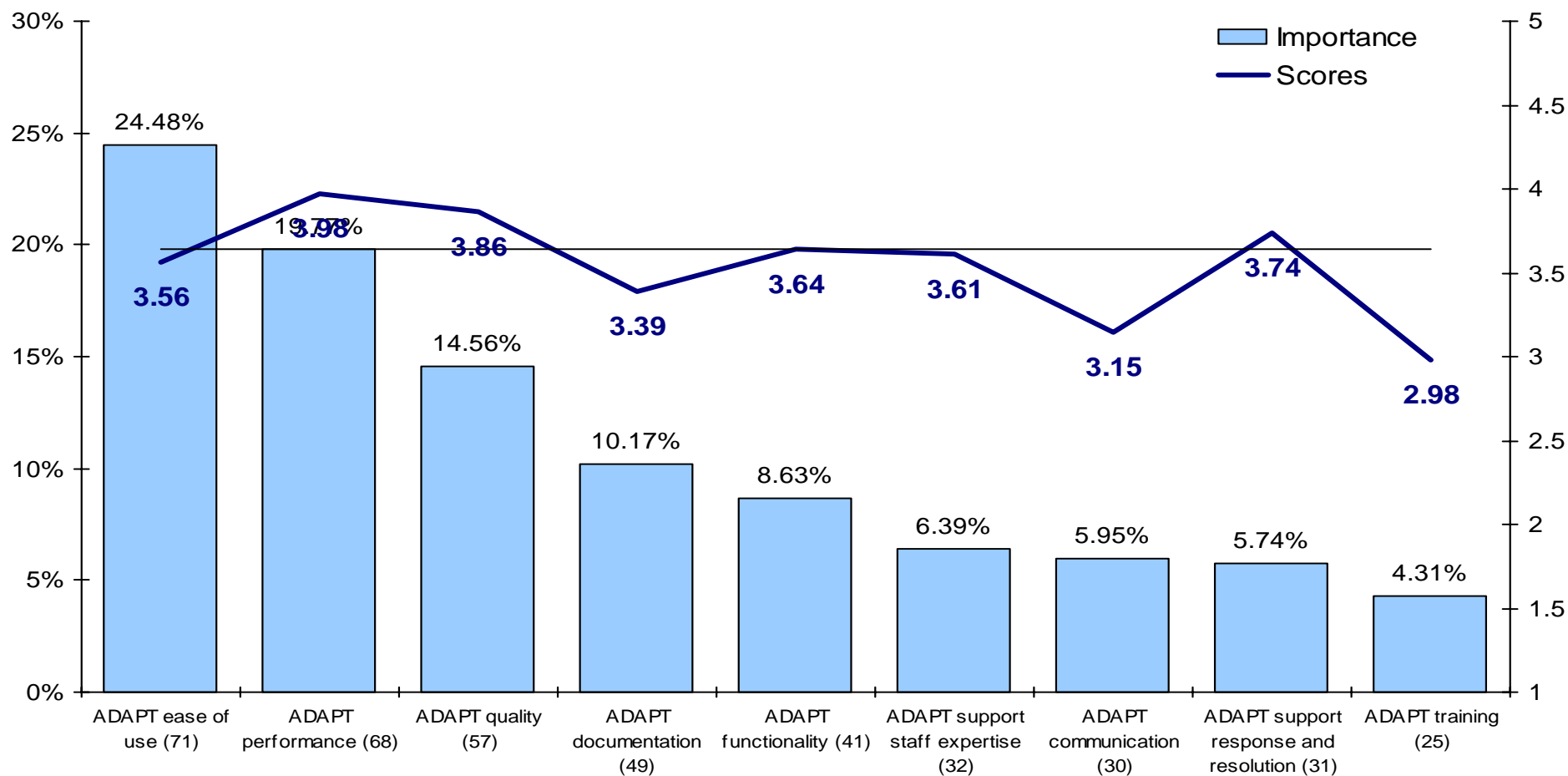
Importance



Appendix: ADAPT

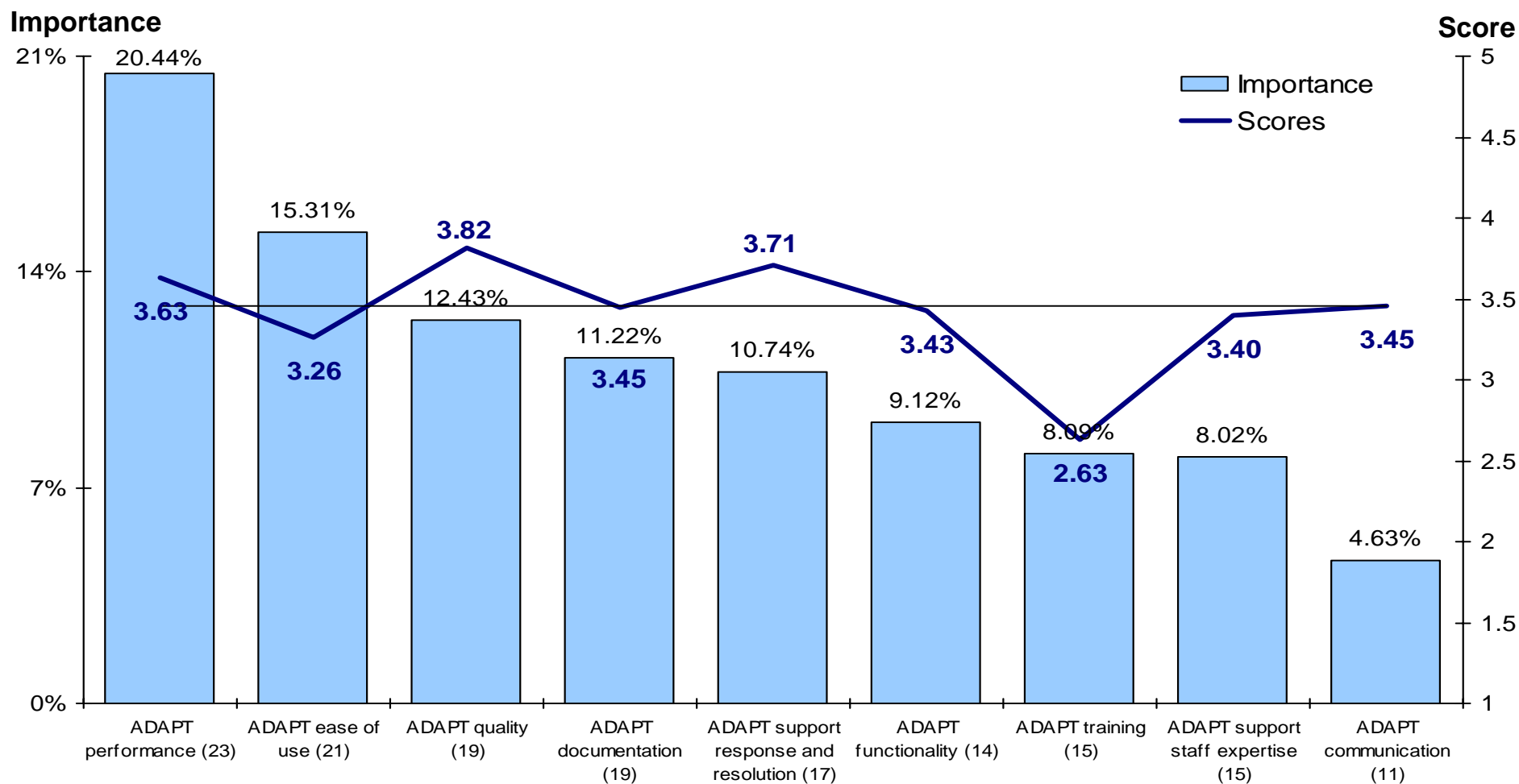
Job Classification: Employment Services Worker (3.64,75)

Importance



Appendix: ADAPT

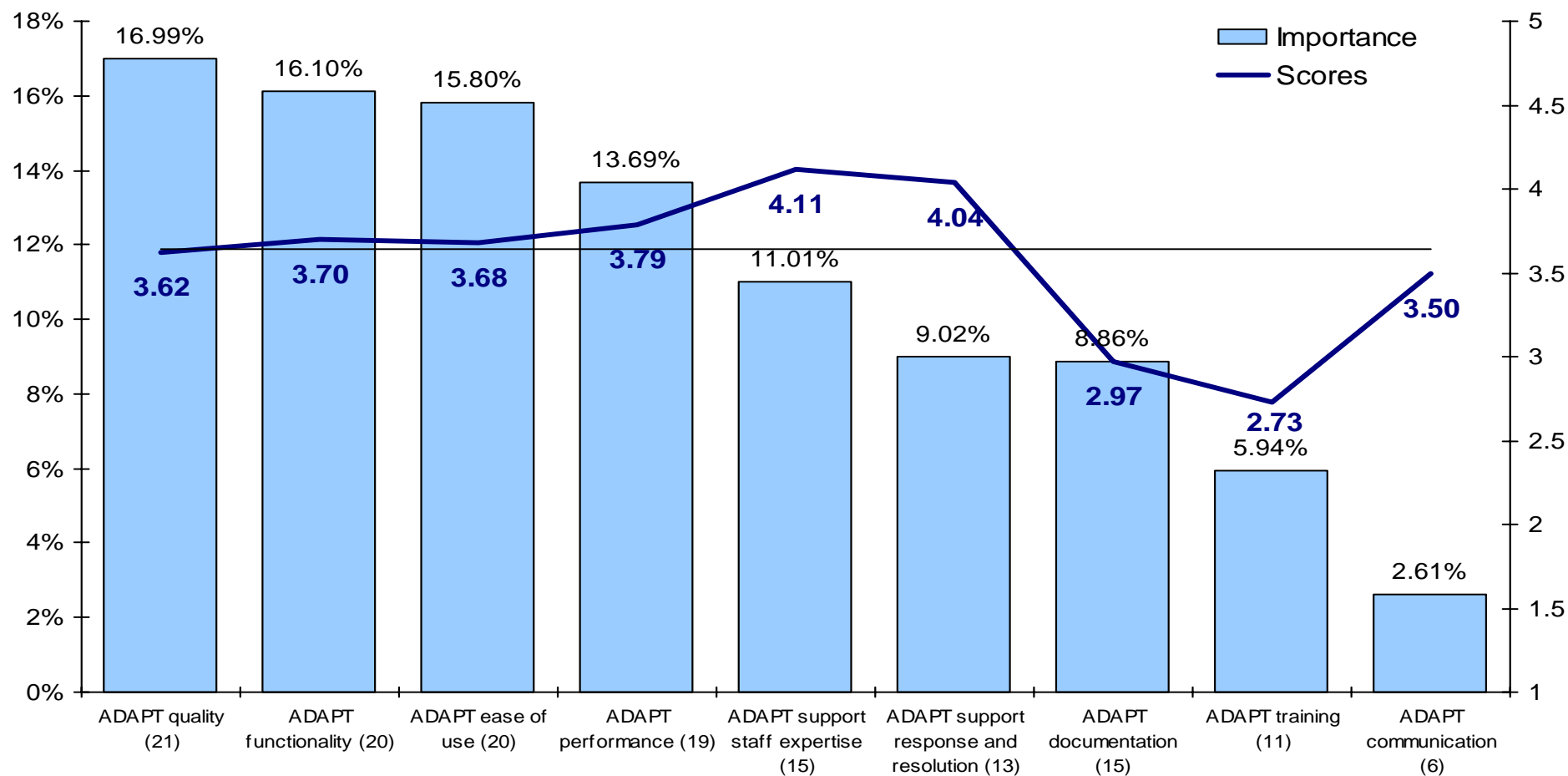
Job Classification: Fraud Worker (3.46,25)



Appendix: ADAPT

Job Classification: IT Professional (3.64,23)

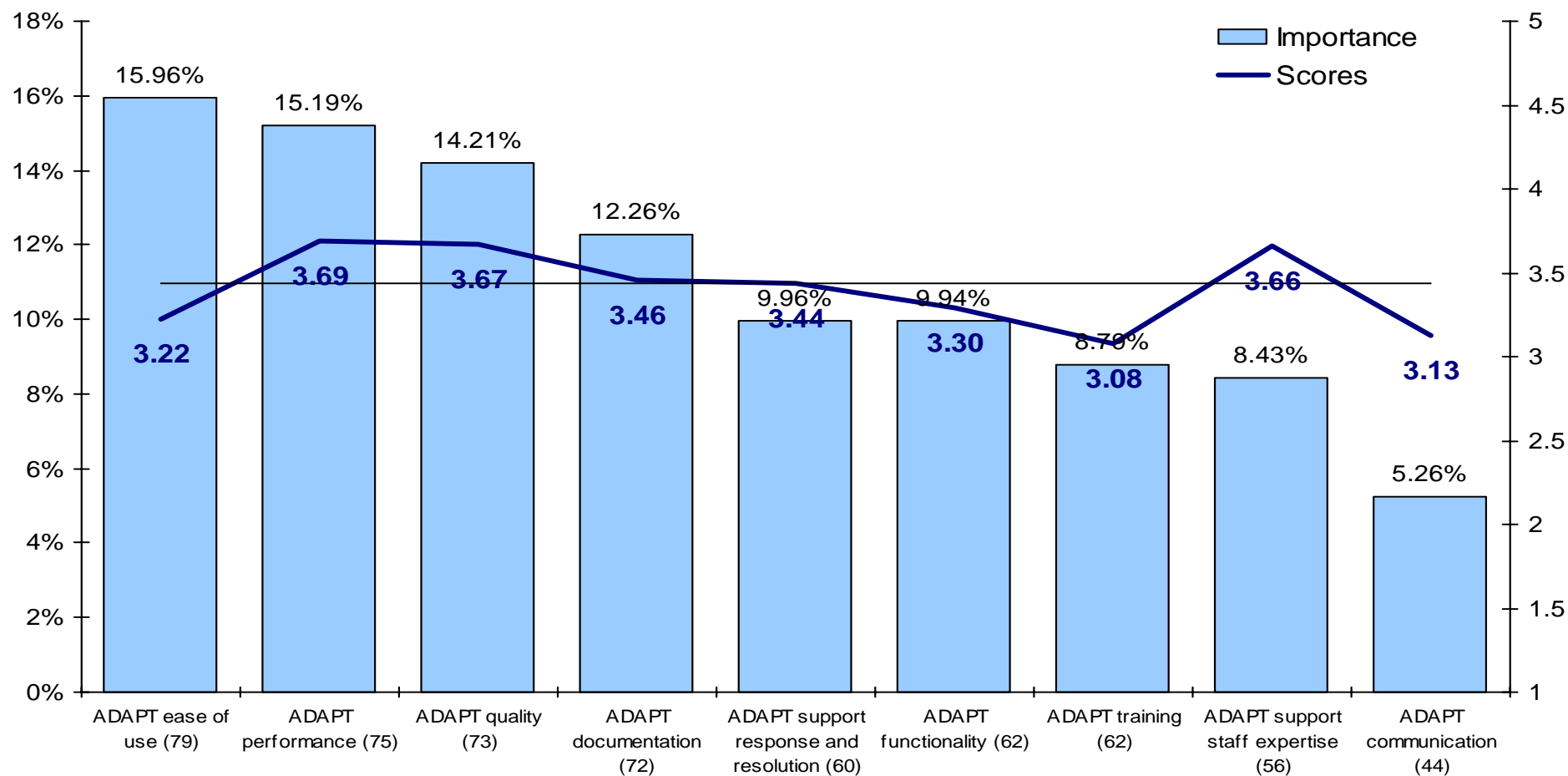
Importance



Appendix: ADAPT

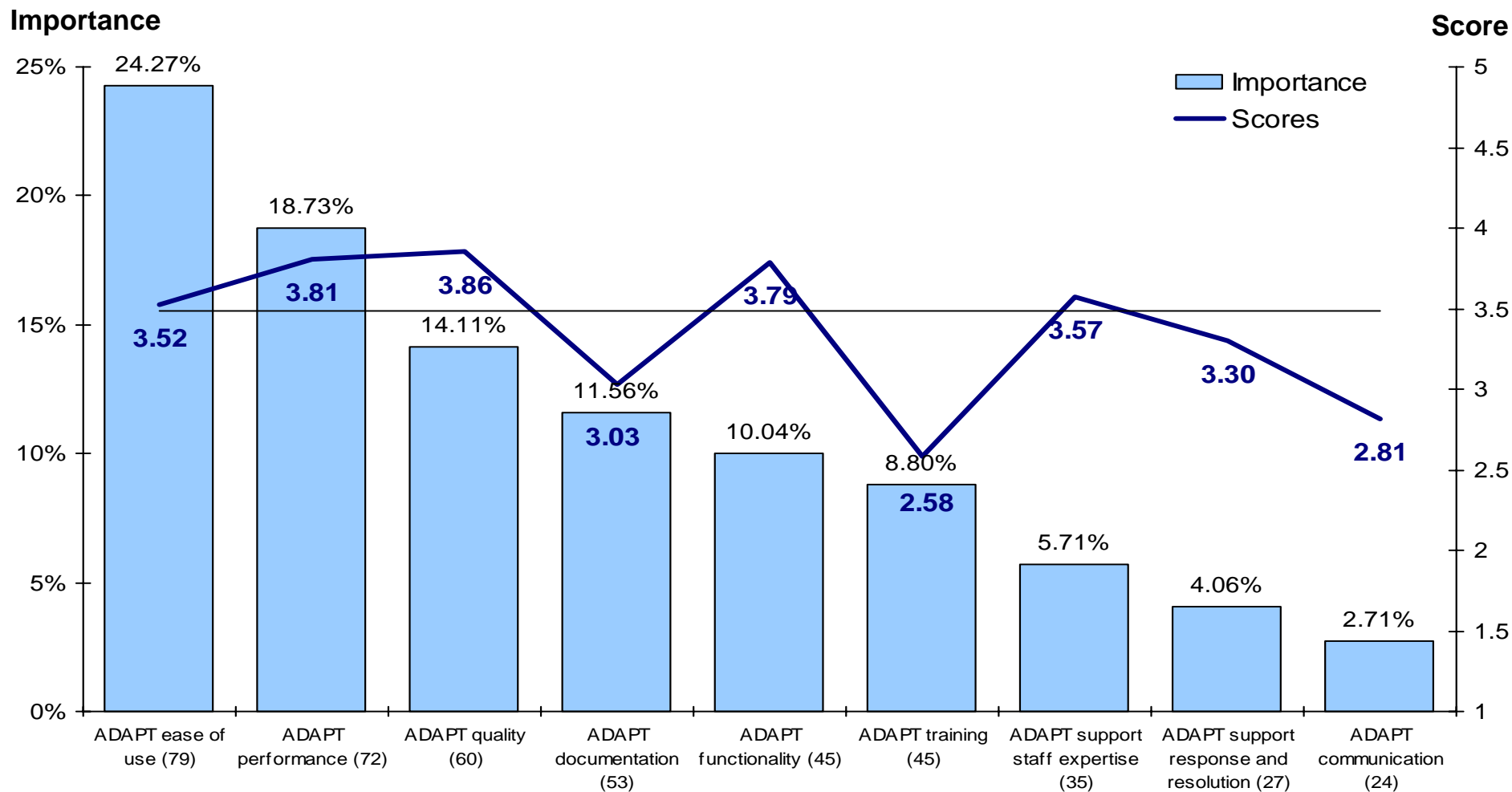
Job Classification: Program Supervisor (3.43,83)

Importance



Appendix: ADAPT

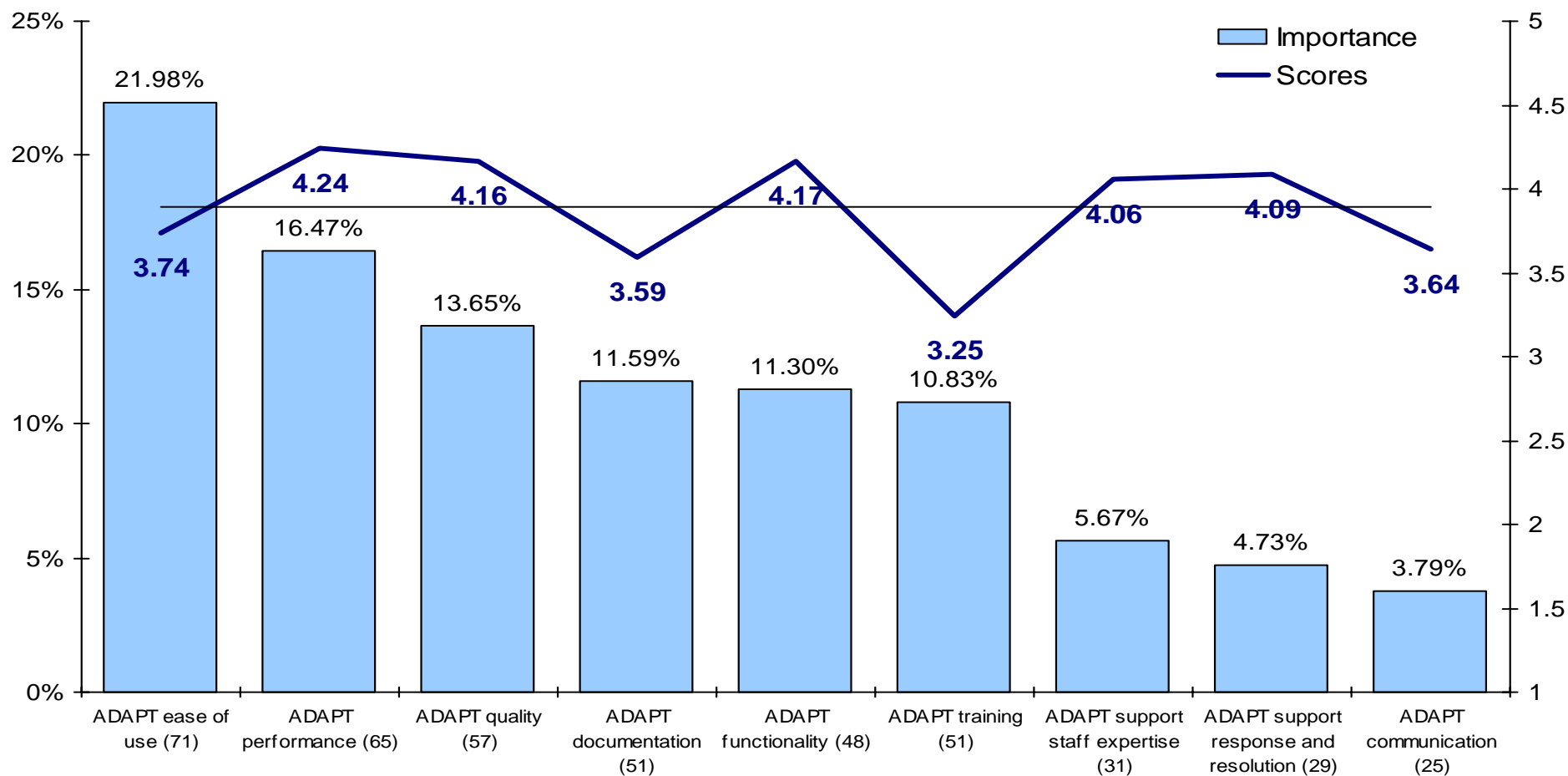
Job Classification: Service/Social Worker (3.48,87)



Appendix: ADAPT

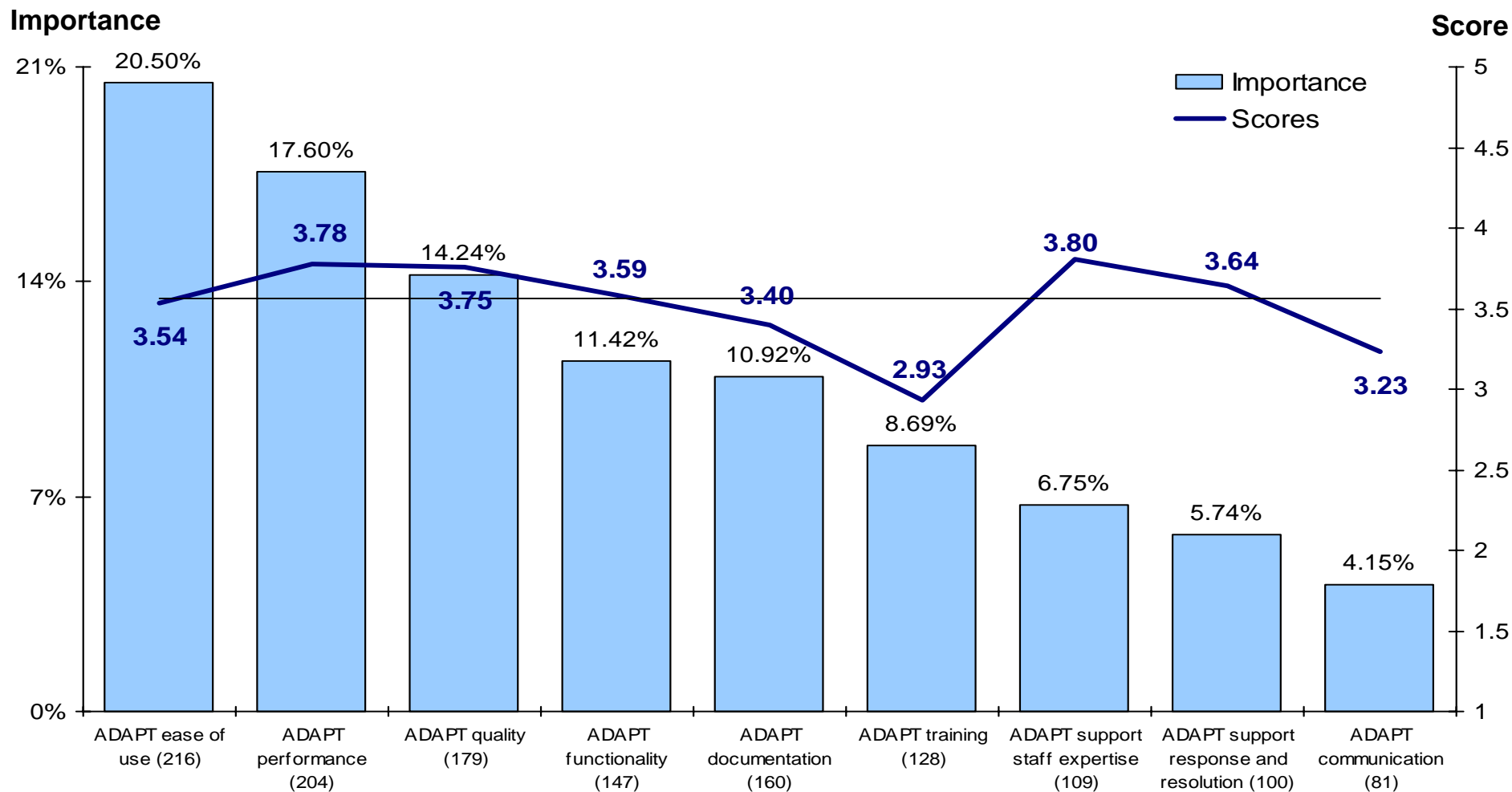
Length: Less than 1 year (3.89,77)

Importance



Appendix: ADAPT

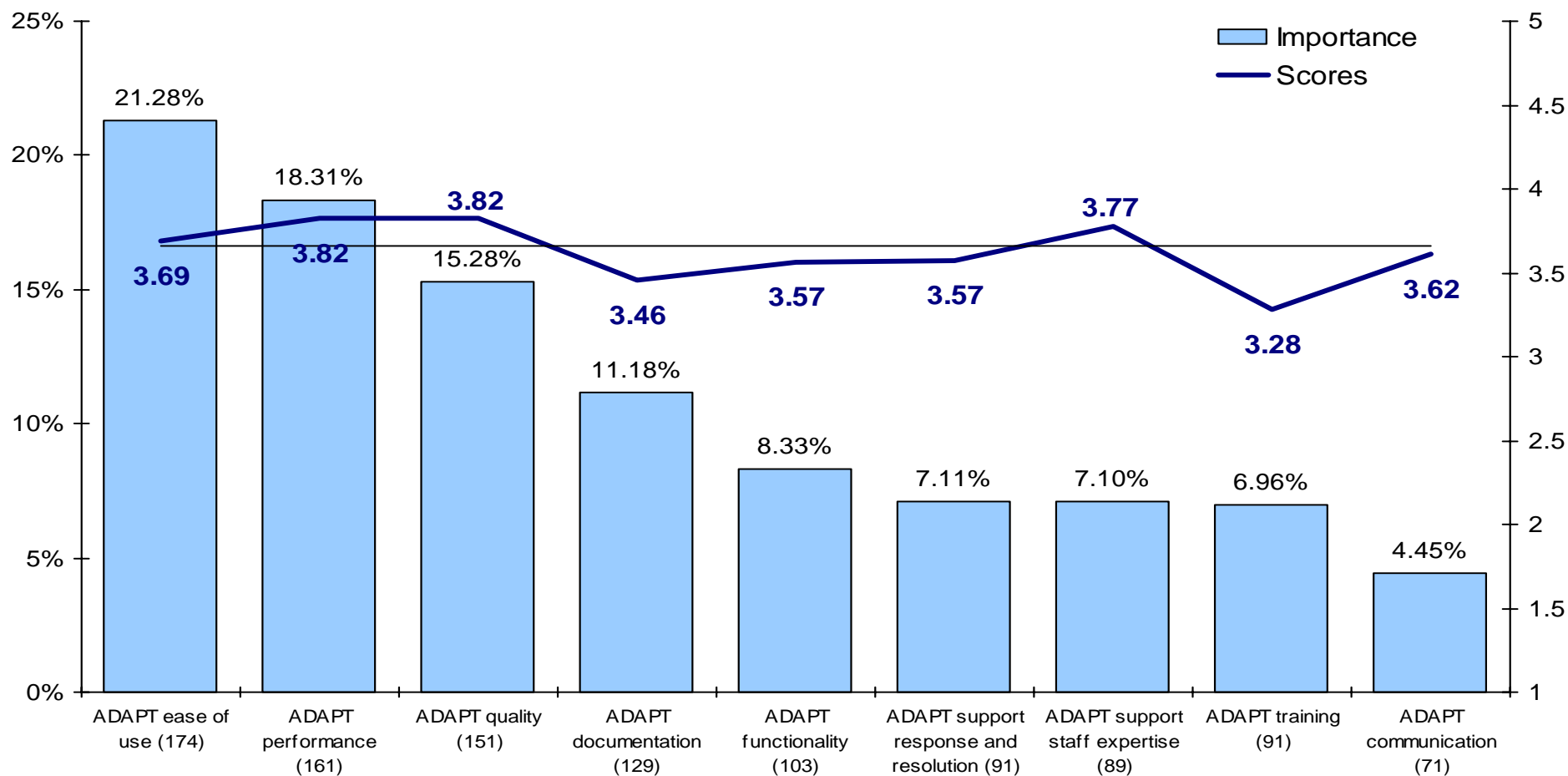
Length: 1 to 5 years (3.56,234)



Appendix: ADAPT

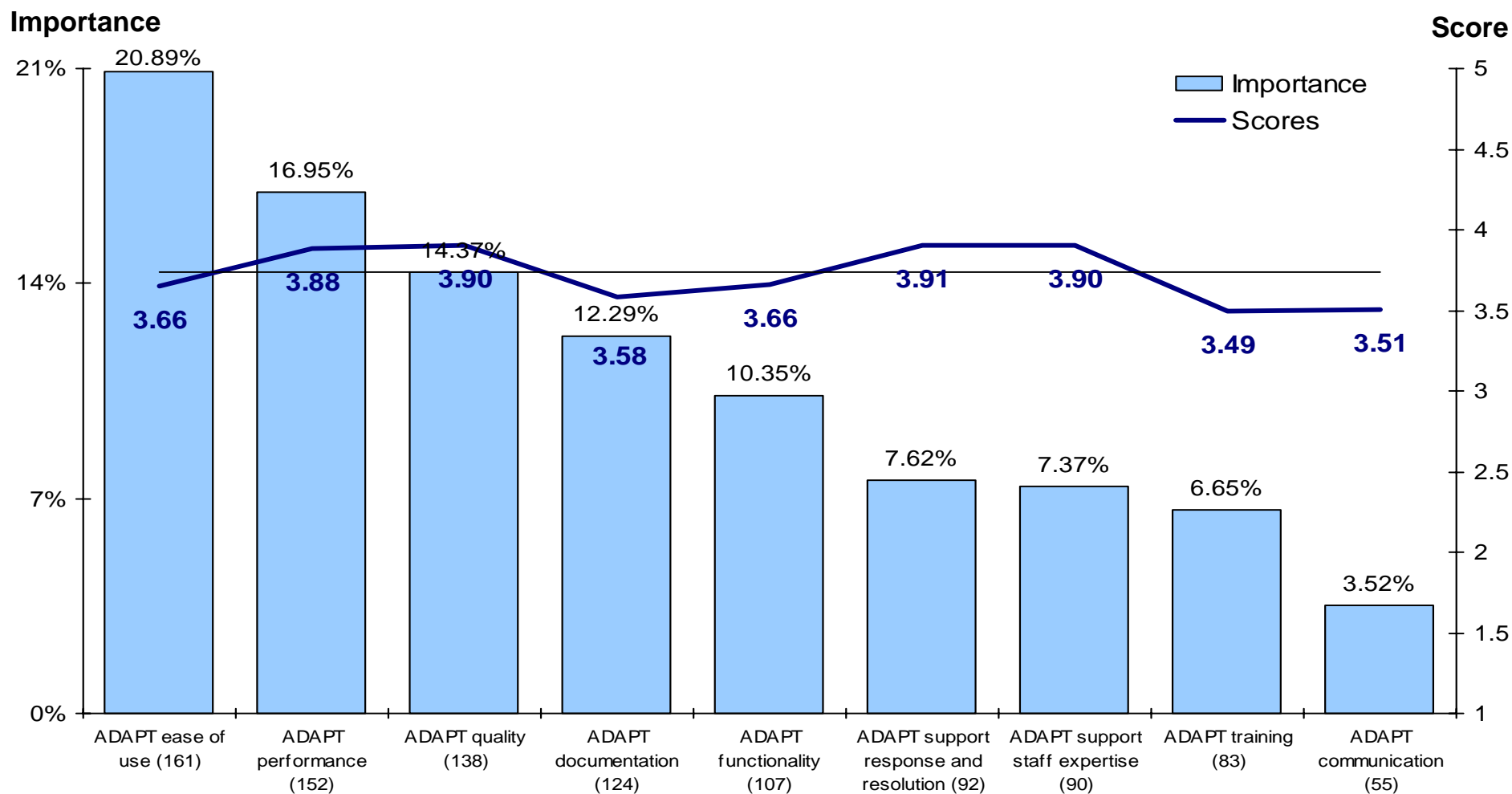
Length: 5 to 10 years (3.66,186)

Importance



Appendix: ADAPT

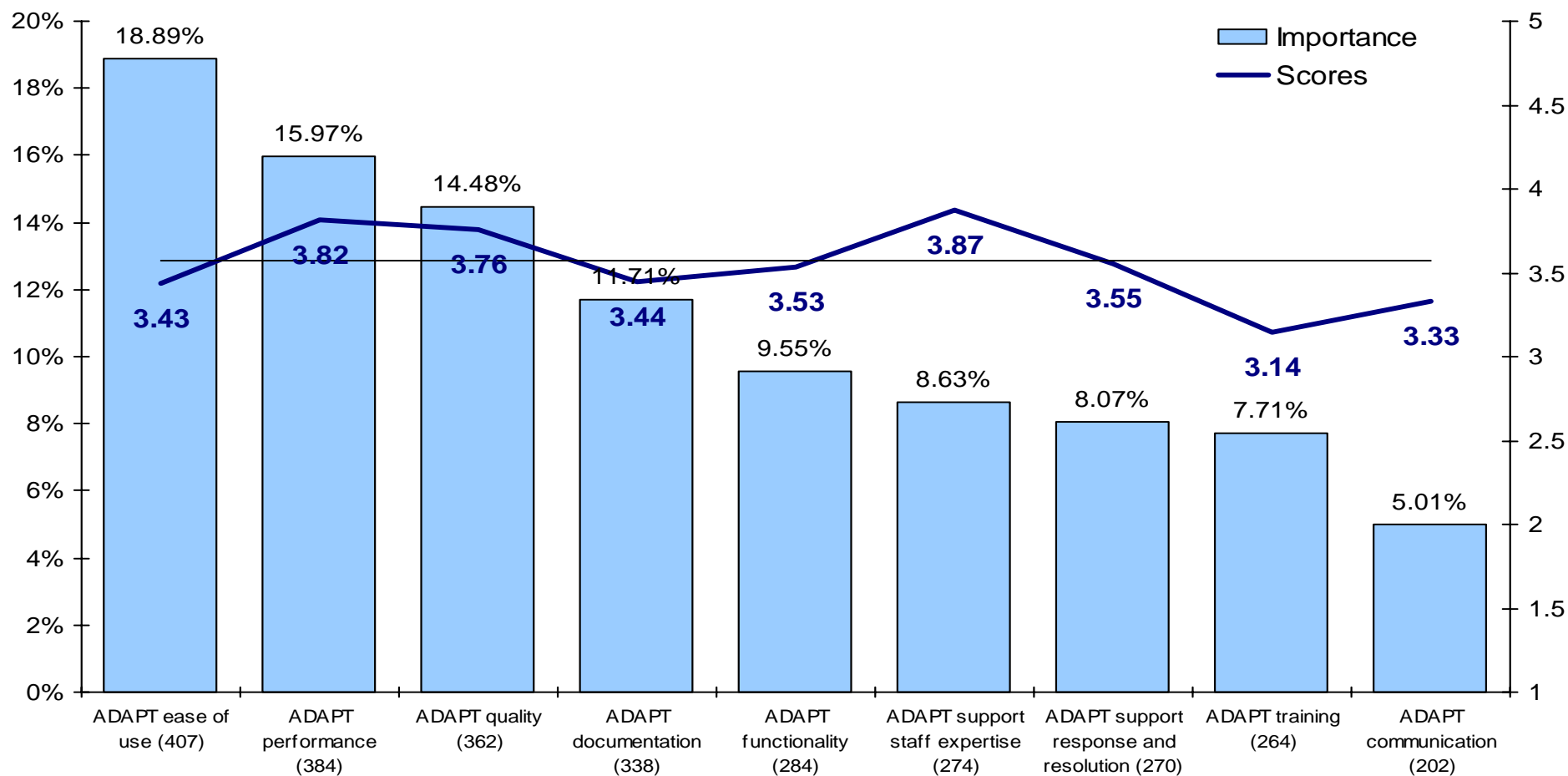
Length: 10 to 15 years (3.74,170)



Appendix: ADAPT

Length: More than 15 years (3.57,434)

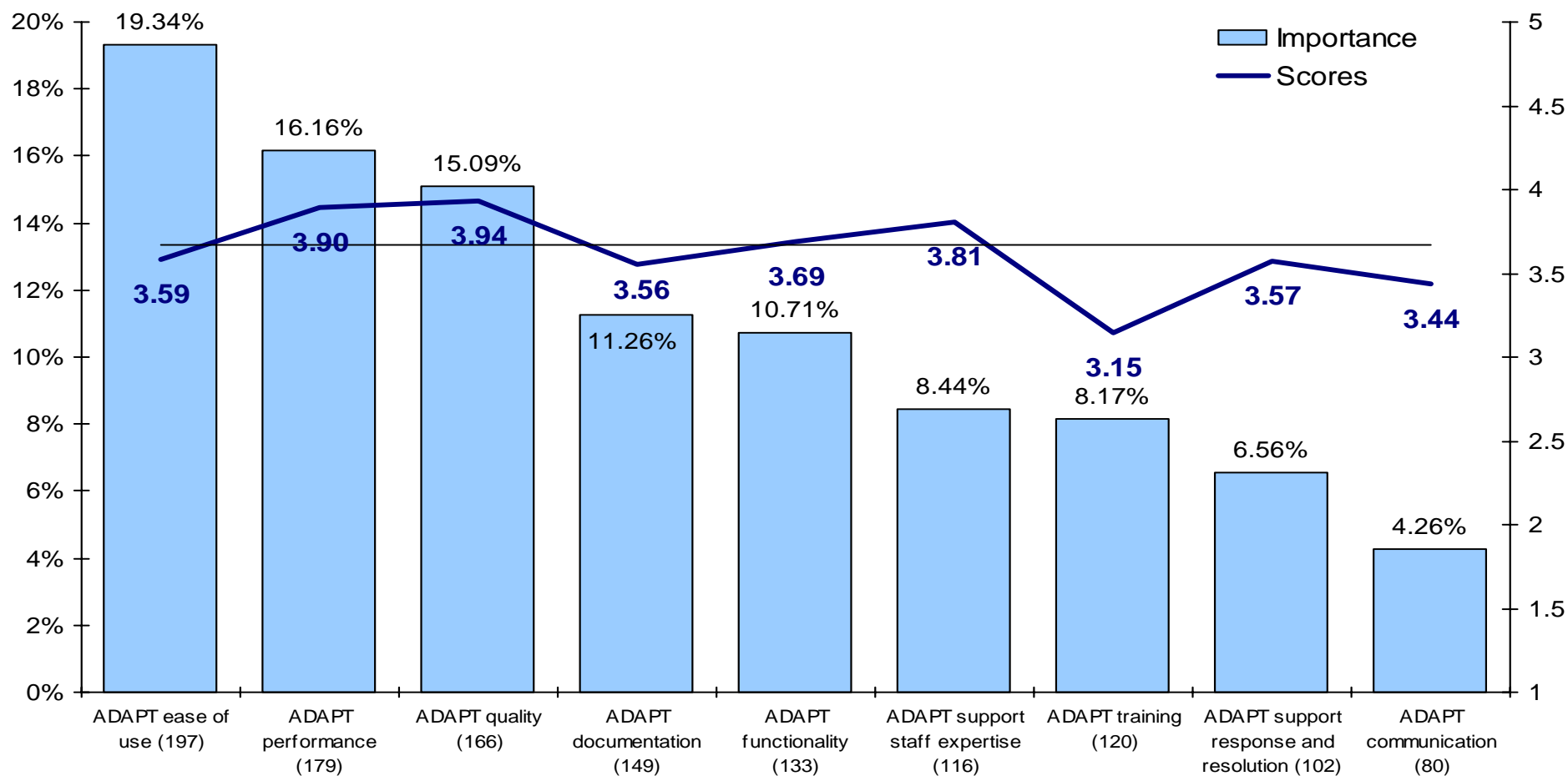
Importance



Appendix: ADAPT

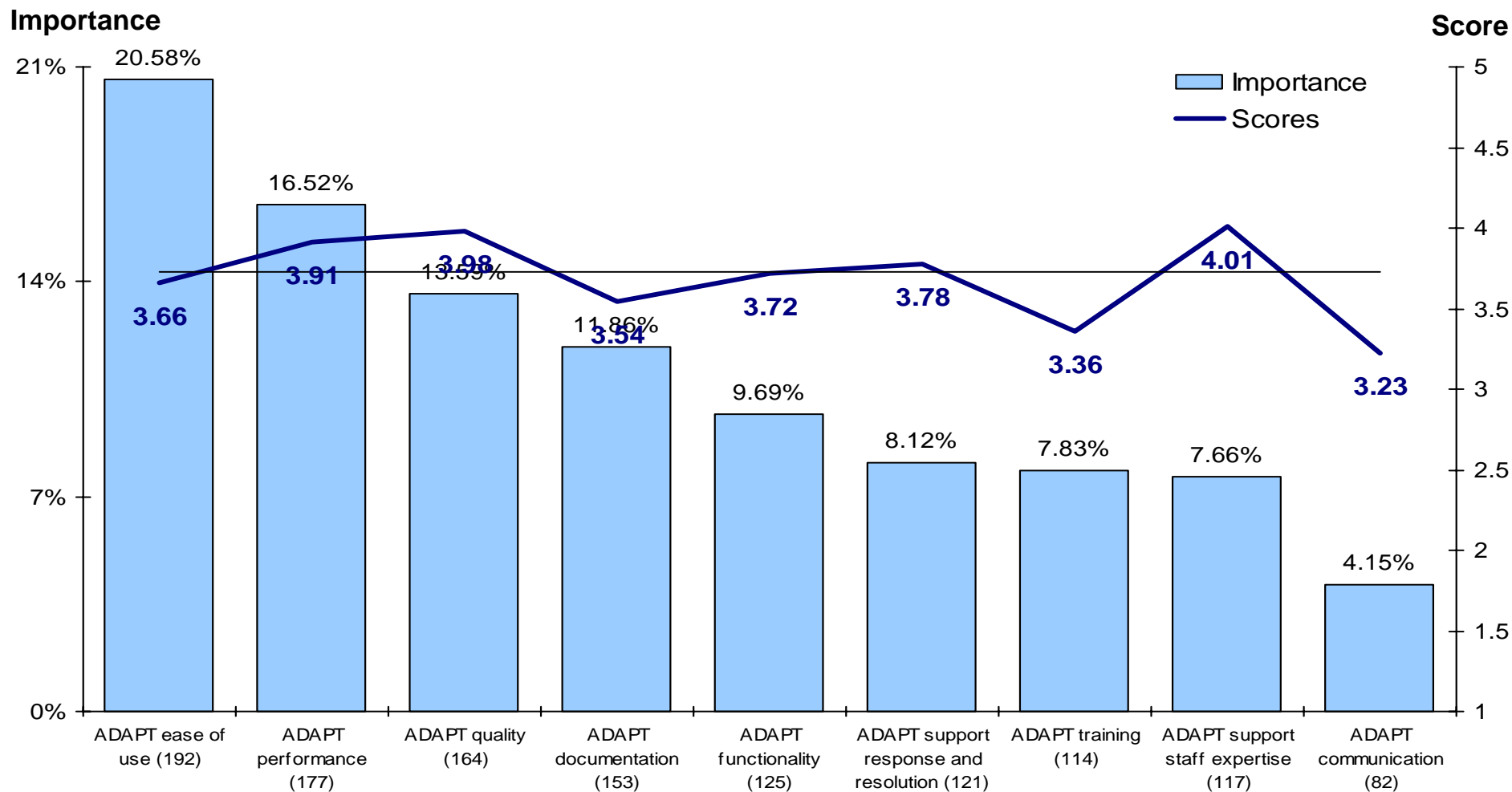
Region: Central (3.67,206)

Importance



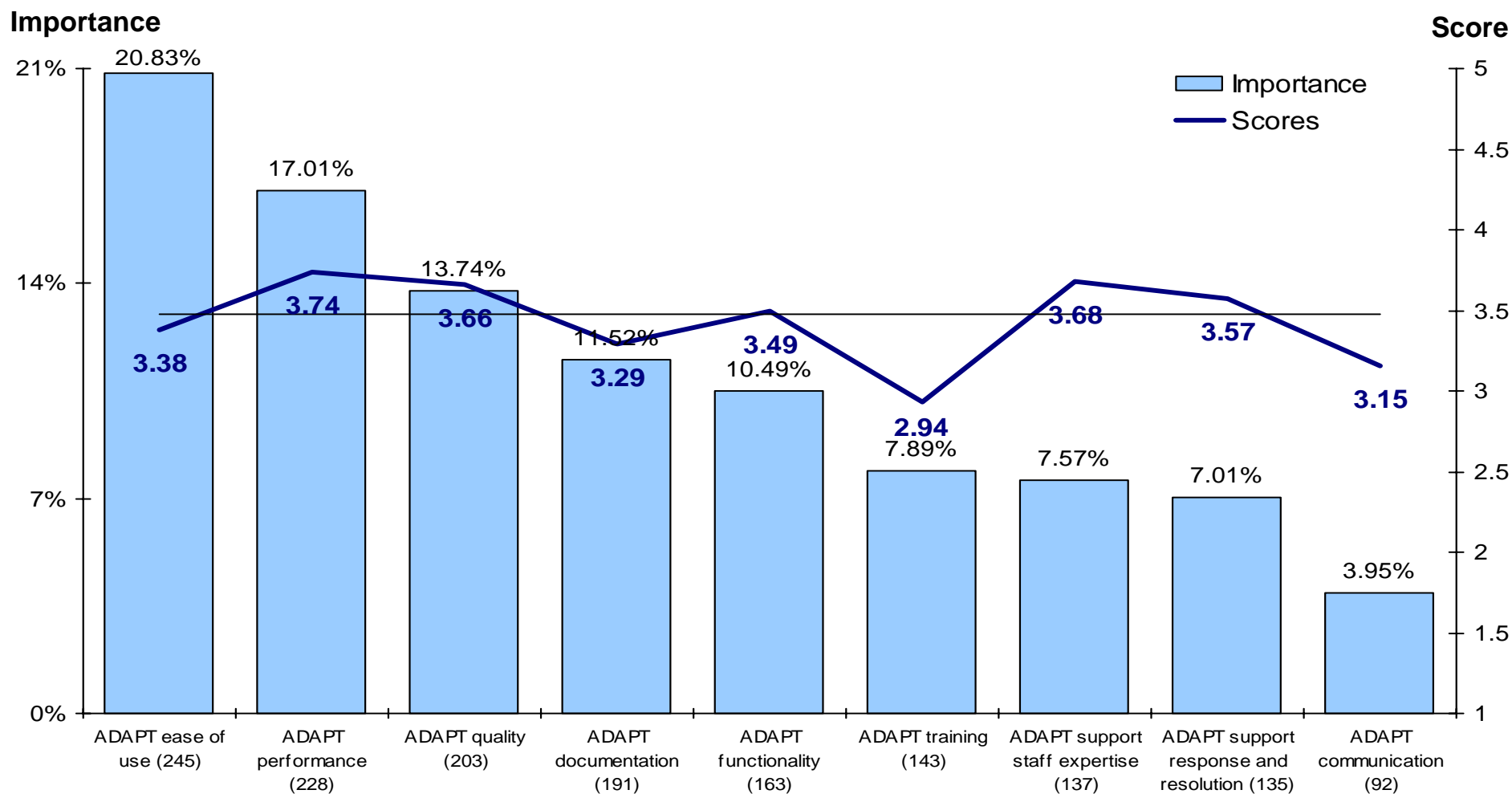
Appendix: ADAPT

Region: Eastern (3.73,206)



Appendix: ADAPT

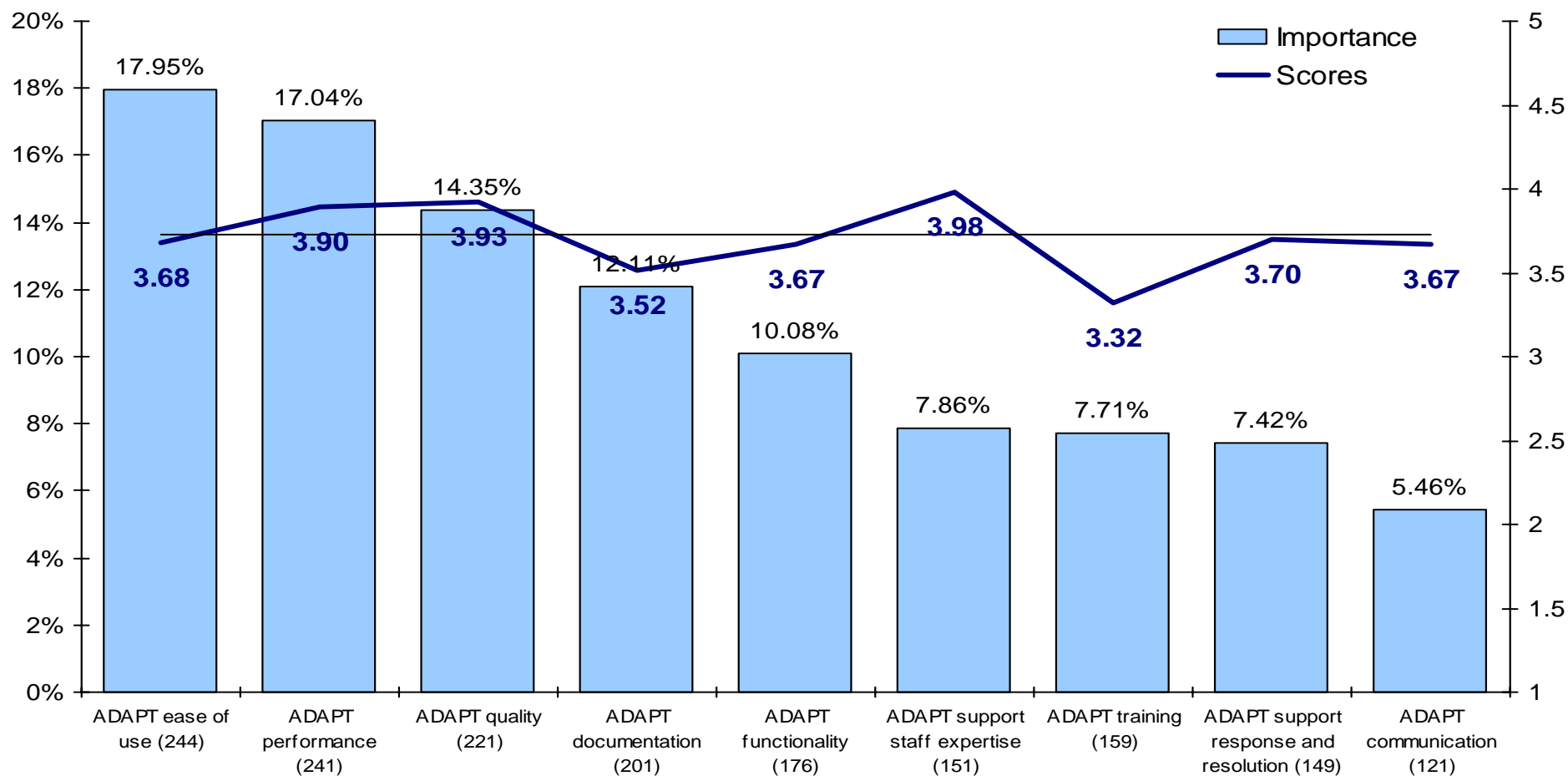
Region: Northern (3.47,264)



Appendix: ADAPT

Region: Piedmont (3.73,262)

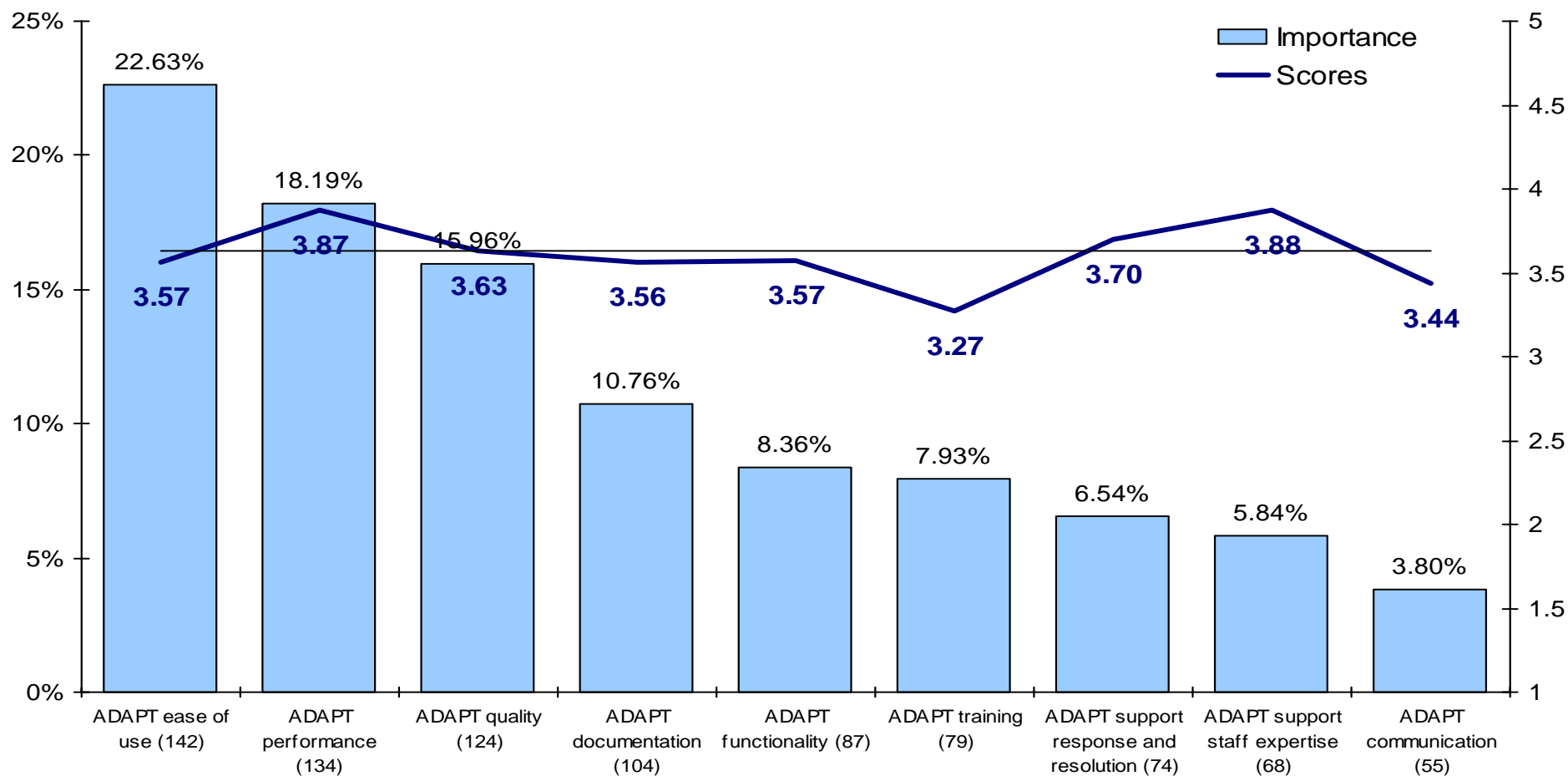
Importance



Appendix: ADAPT

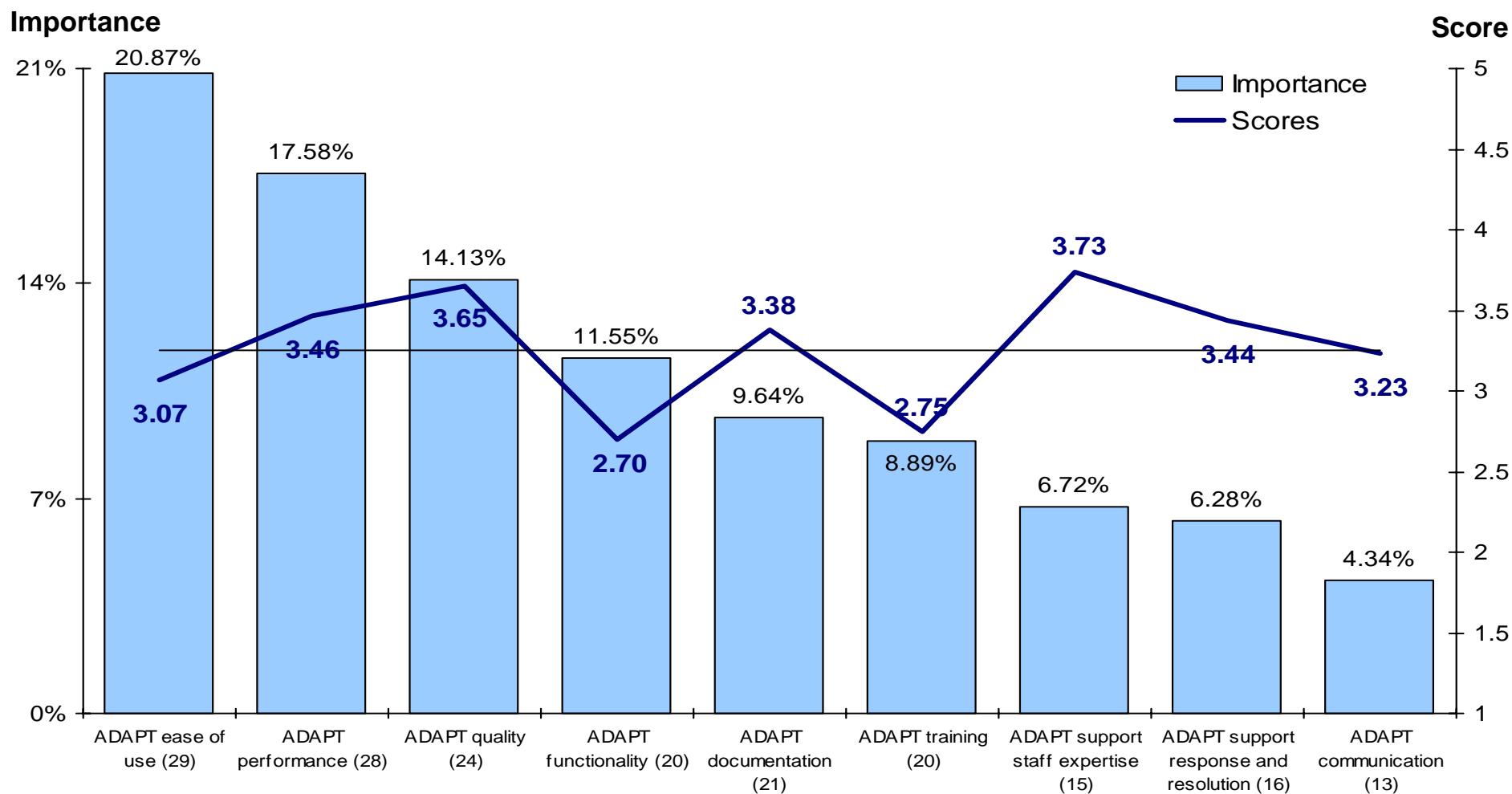
Region: Western (3.63,152)

Importance



Appendix: ADAPT

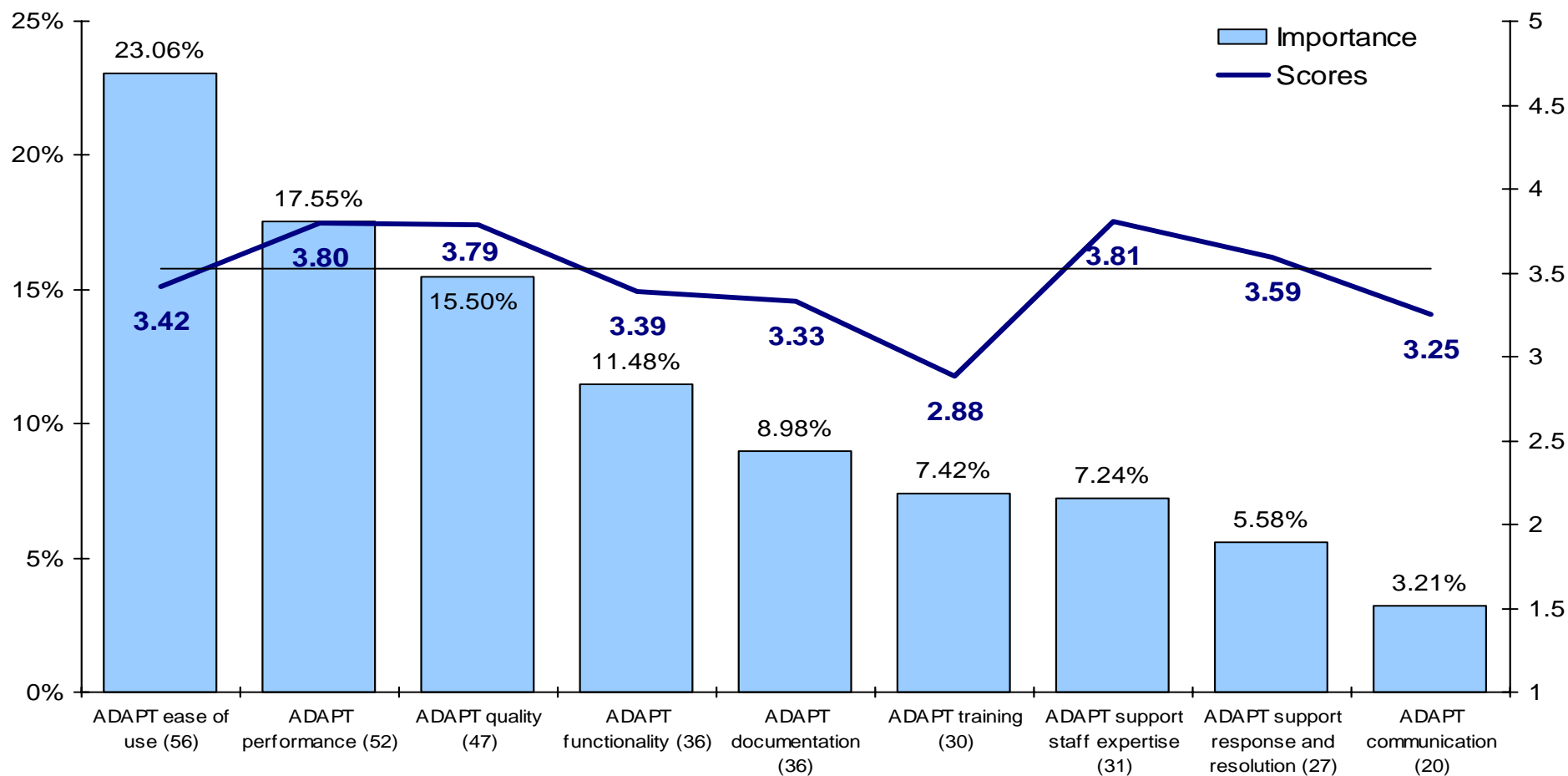
Program Unit: Adoptions (3.25,31)



Appendix: ADAPT

Program Unit: Adult Protective Services (3.52,61)

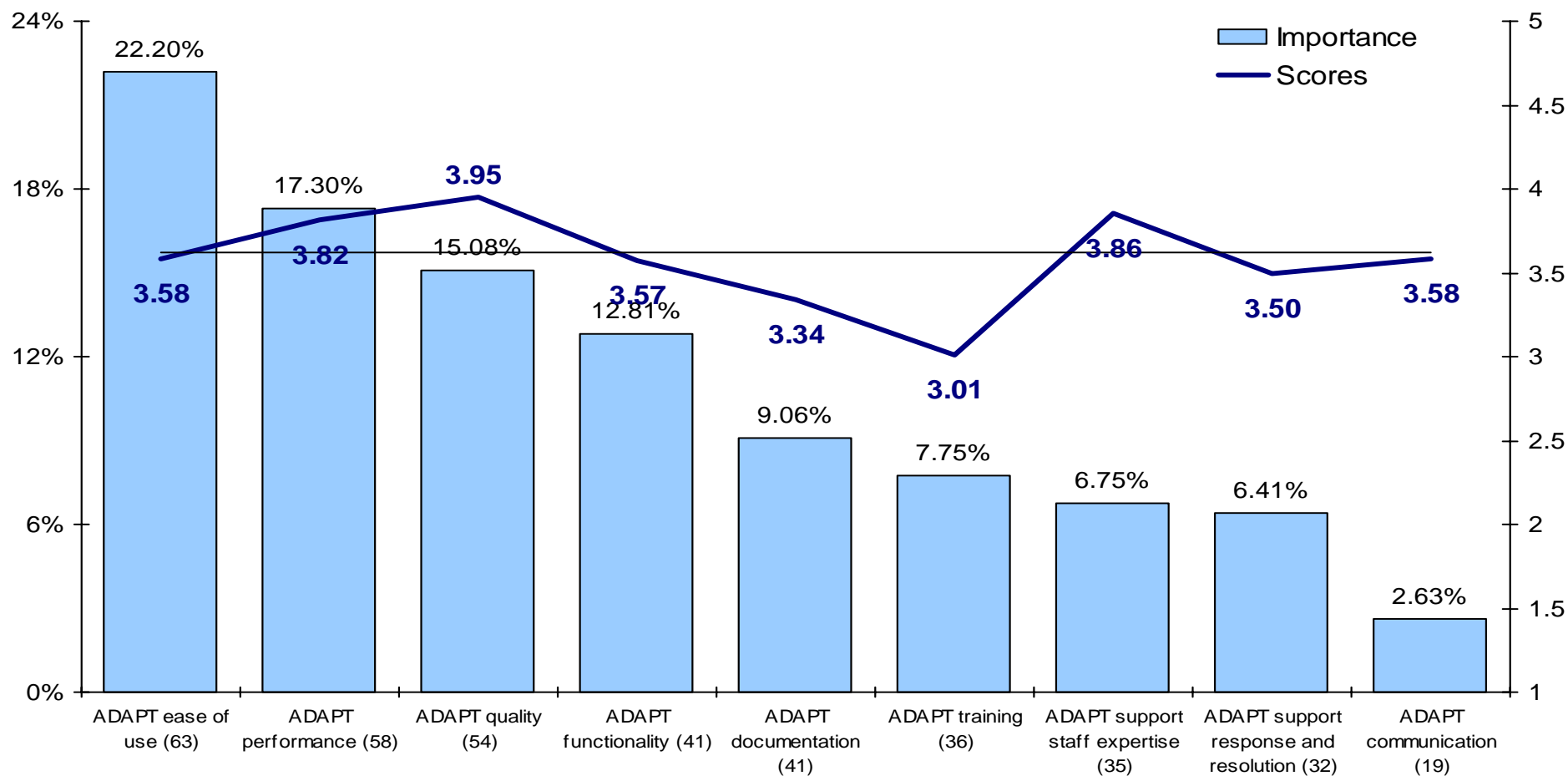
Importance



Appendix: ADAPT

Program Unit: Adult Services (3.62,71)

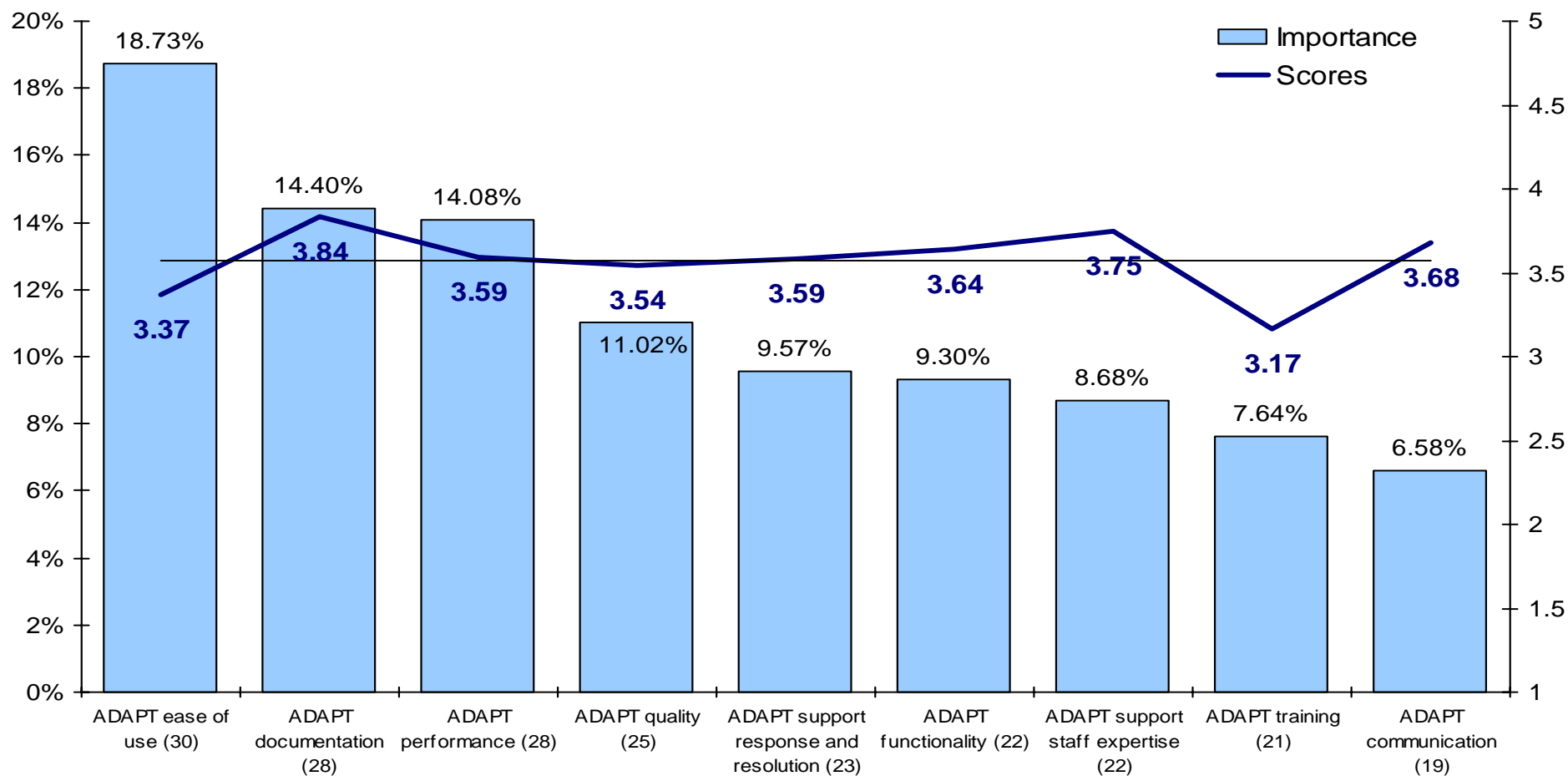
Importance



Appendix: ADAPT

Program Unit: Appeals and Fair Hearings (3.57,30)

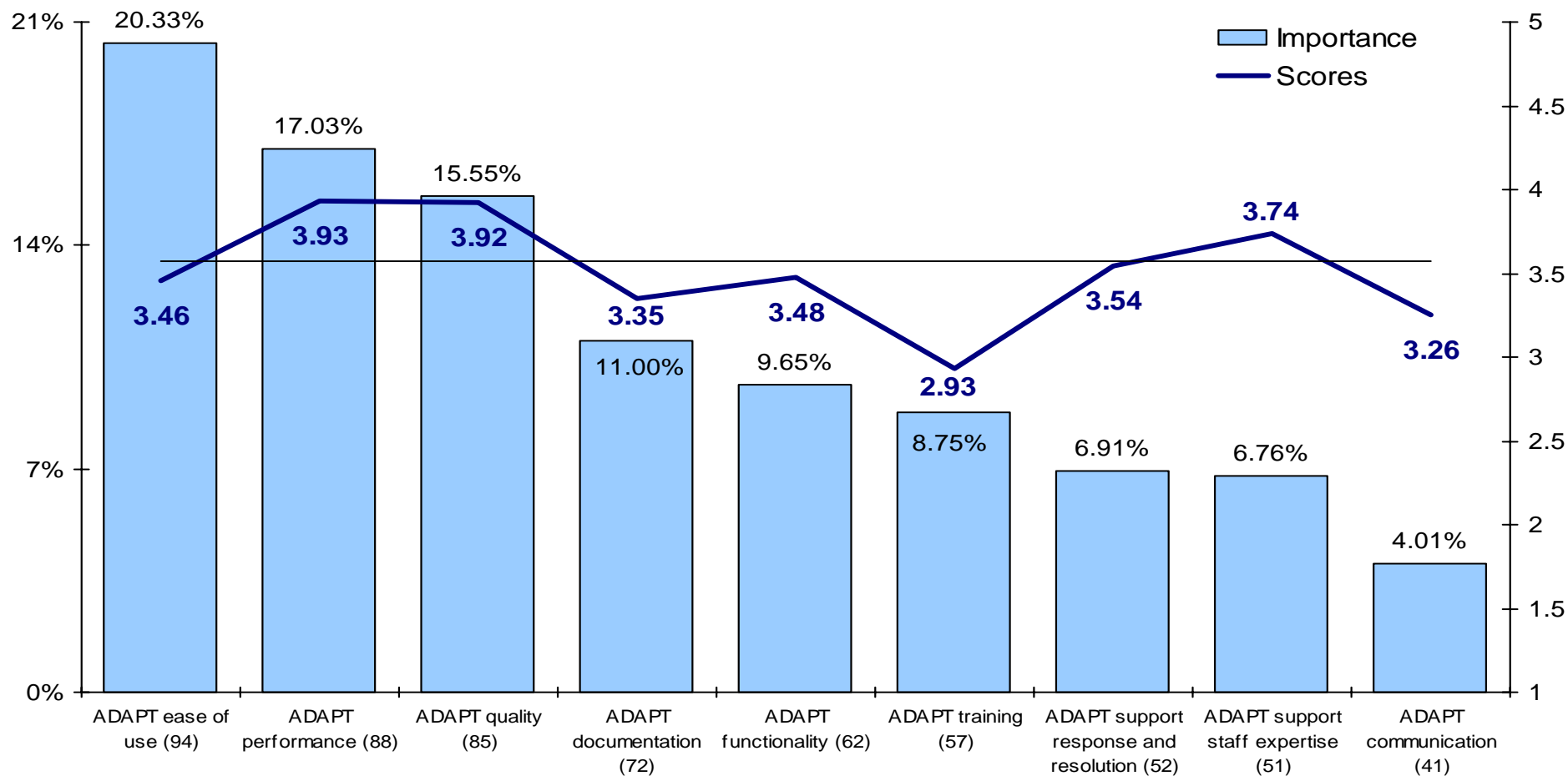
Importance



Appendix: ADAPT

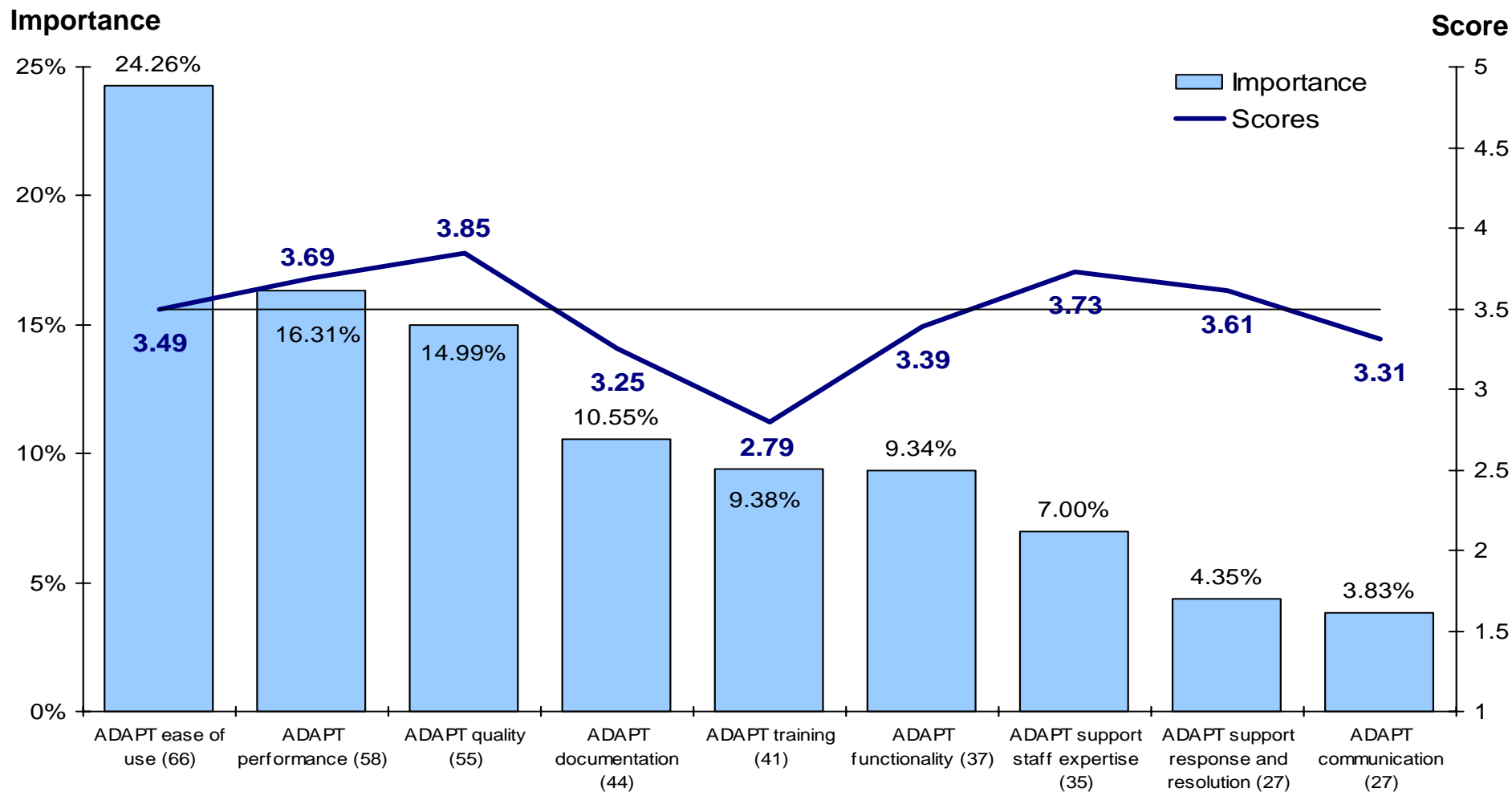
Program Unit: Child Care Program (3.57,97)

Importance



Appendix: ADAPT

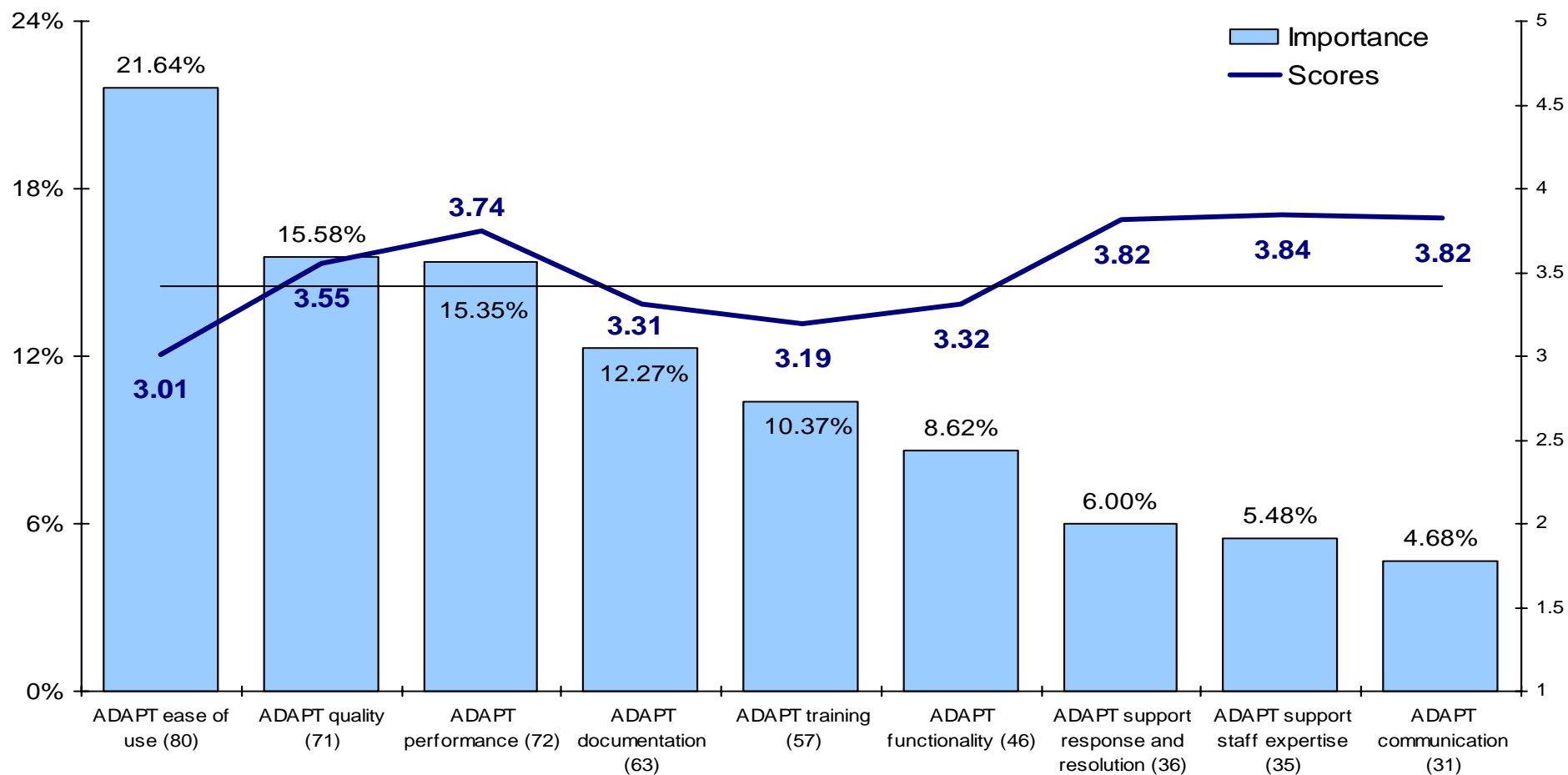
Program Unit: Child Protective Services (CPS) (3.49,71)



Appendix: ADAPT

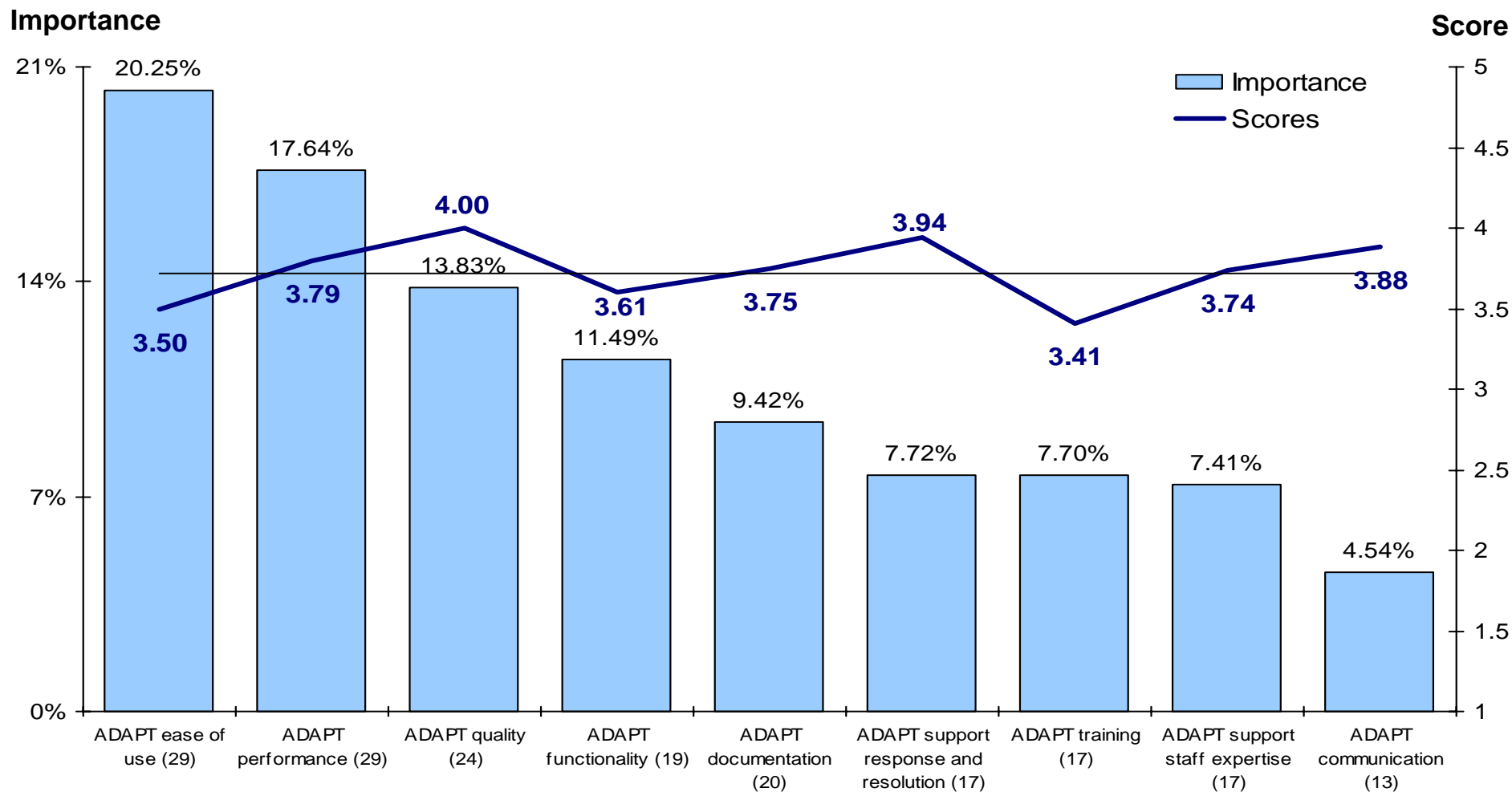
Program Unit: Child Support Enforcement (3.42,85)

Importance



Appendix: ADAPT

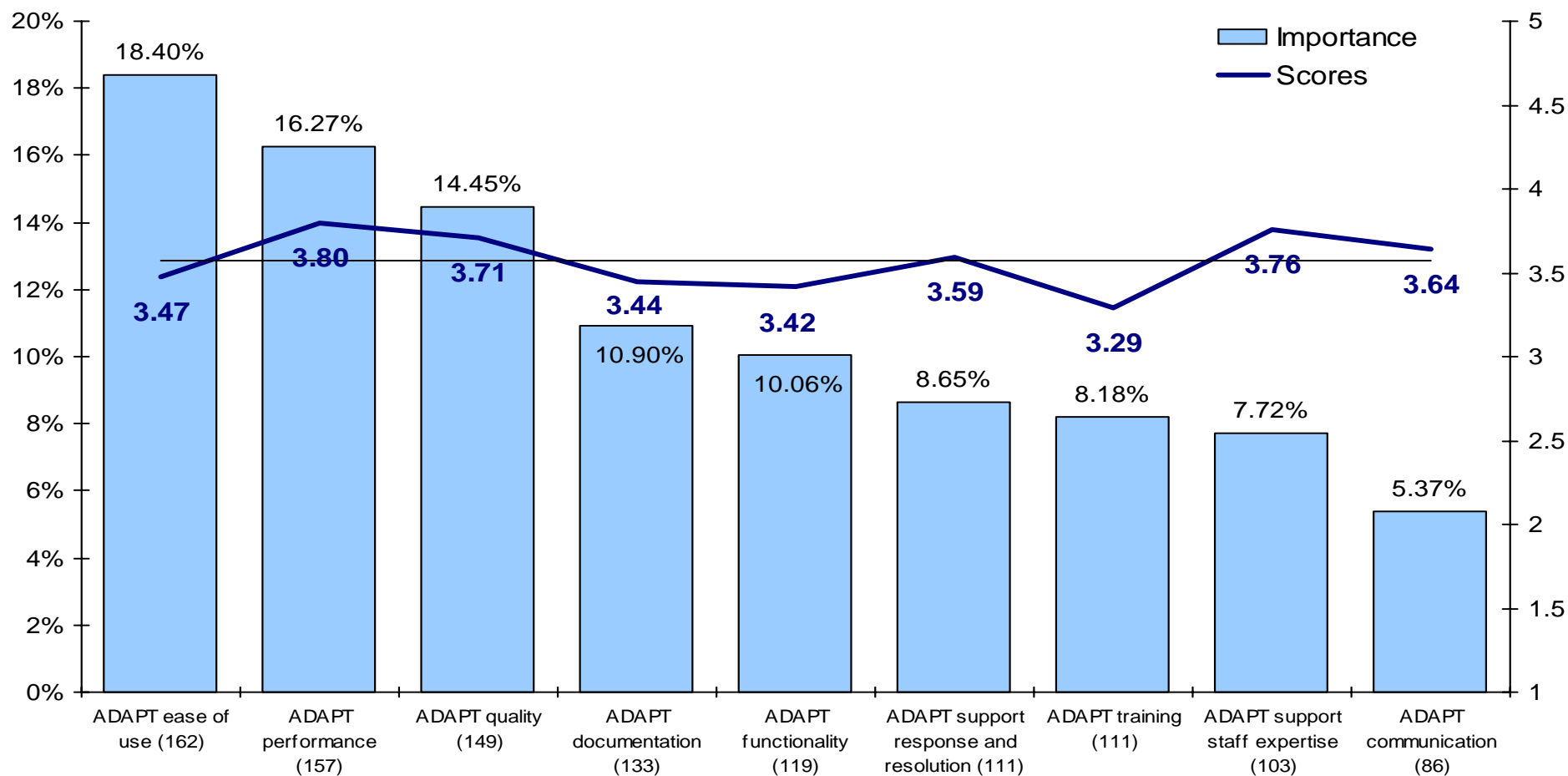
Program Unit: Community Services (3.72,31)



Appendix: ADAPT

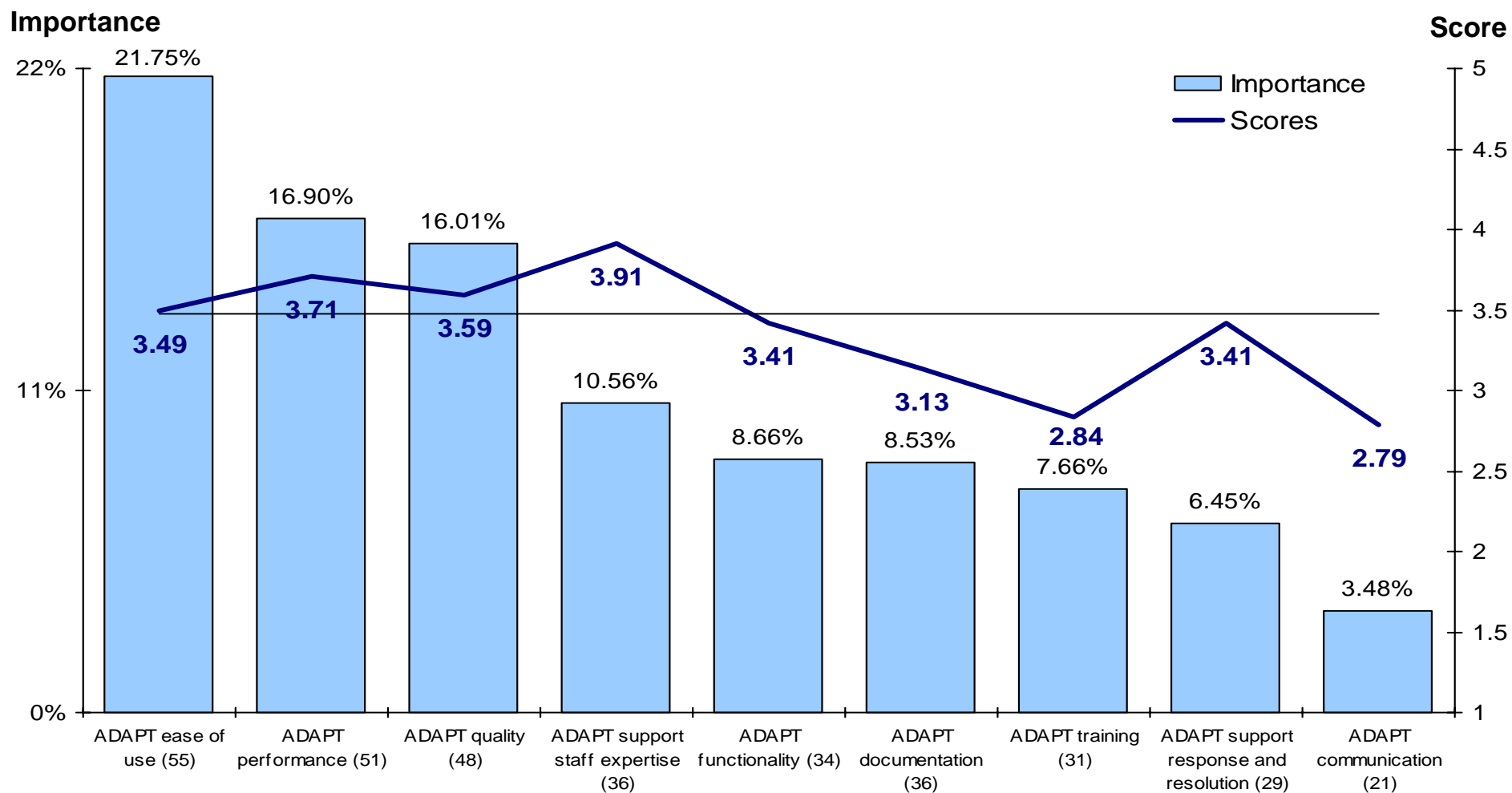
Program Unit: Energy Assistance (3.58,167)

Importance



Appendix: ADAPT

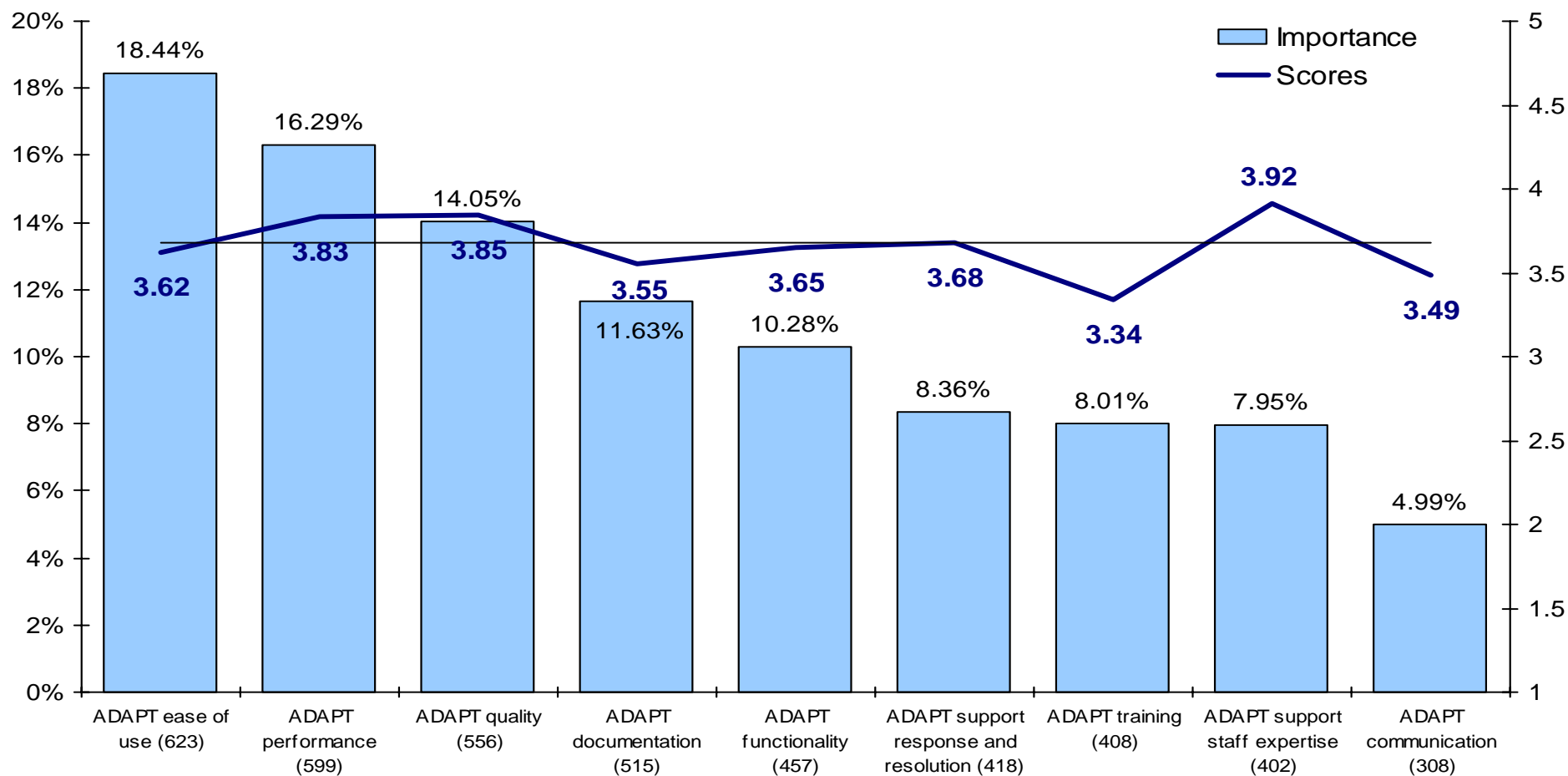
Program Unit: Financial Management (3.47,59)



Appendix: ADAPT

Program Unit: Food Stamps (3.68,661)

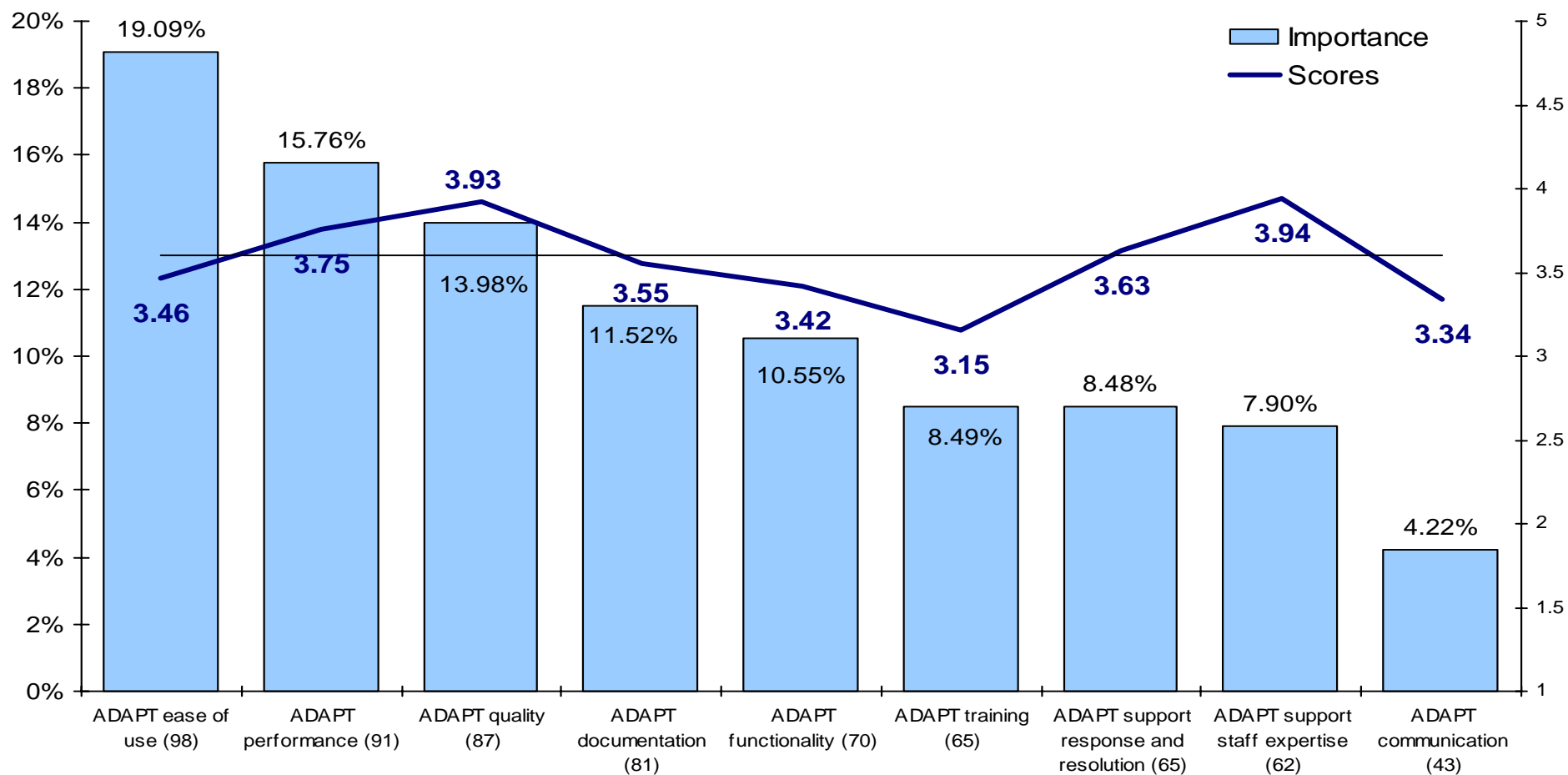
Importance



Appendix: ADAPT

Program Unit: Foster Care (3,610)

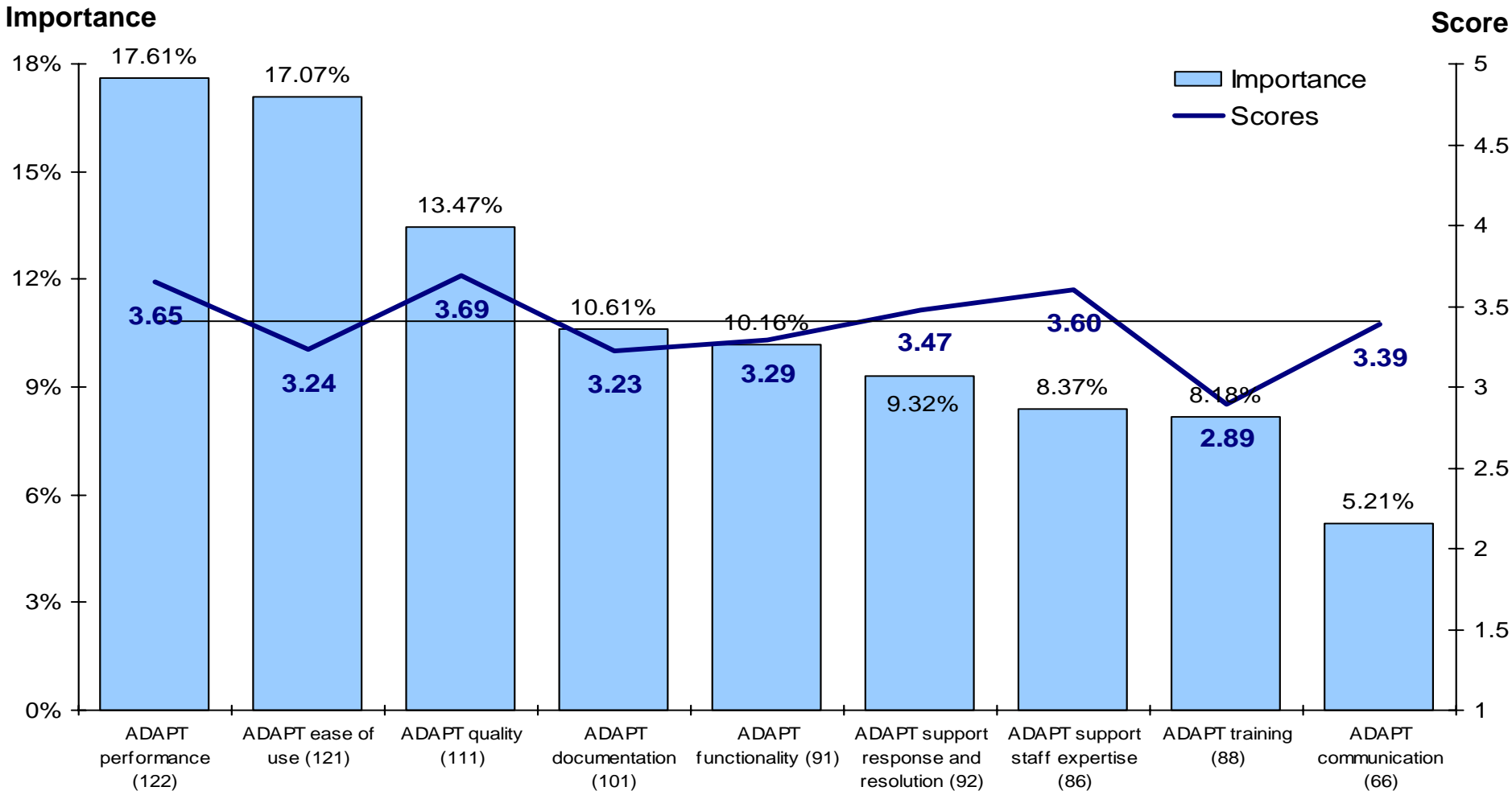
Importance



Appendix: ADAPT

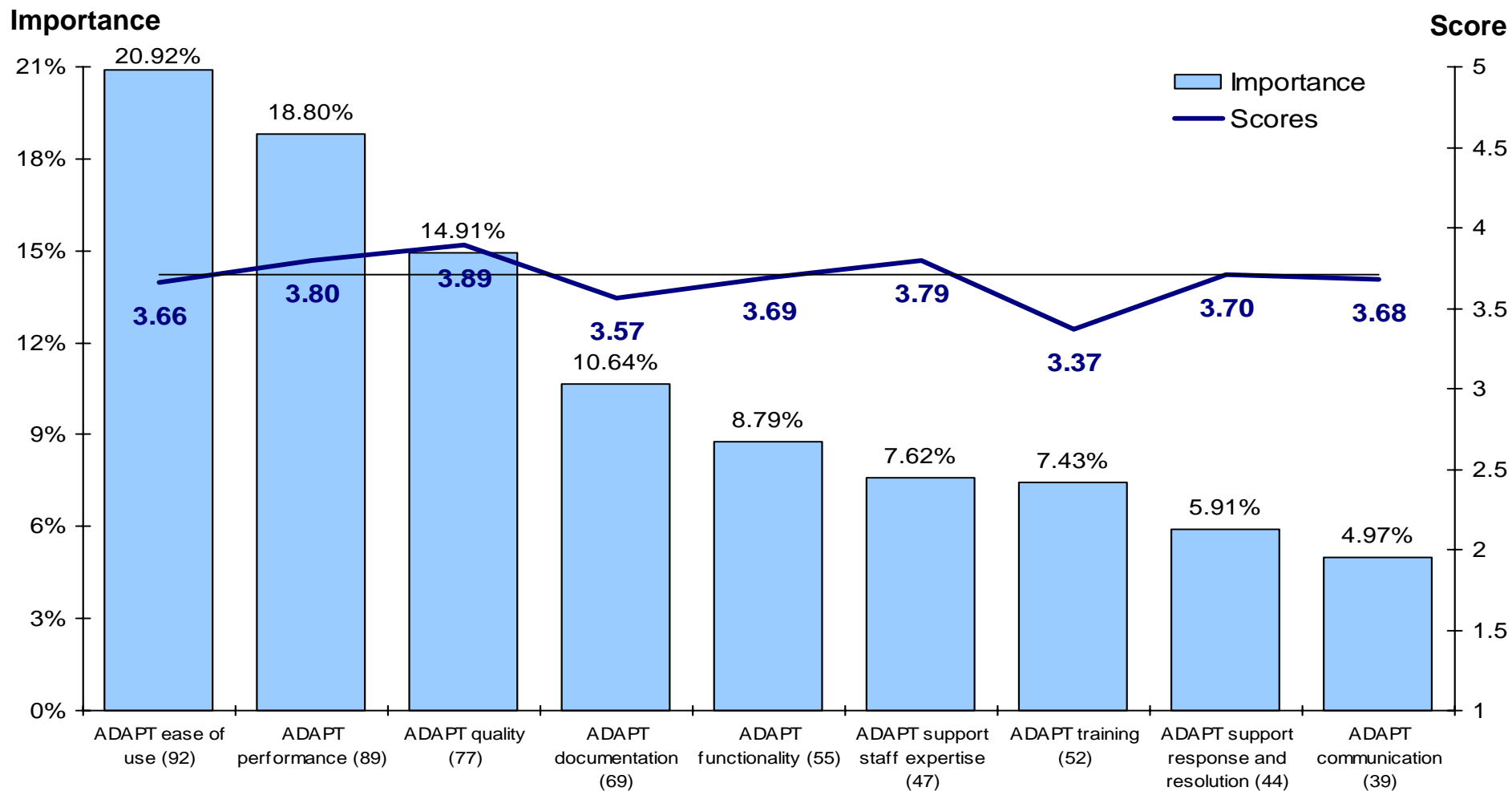
Program Unit: Fraud (3.41,131)

Importance



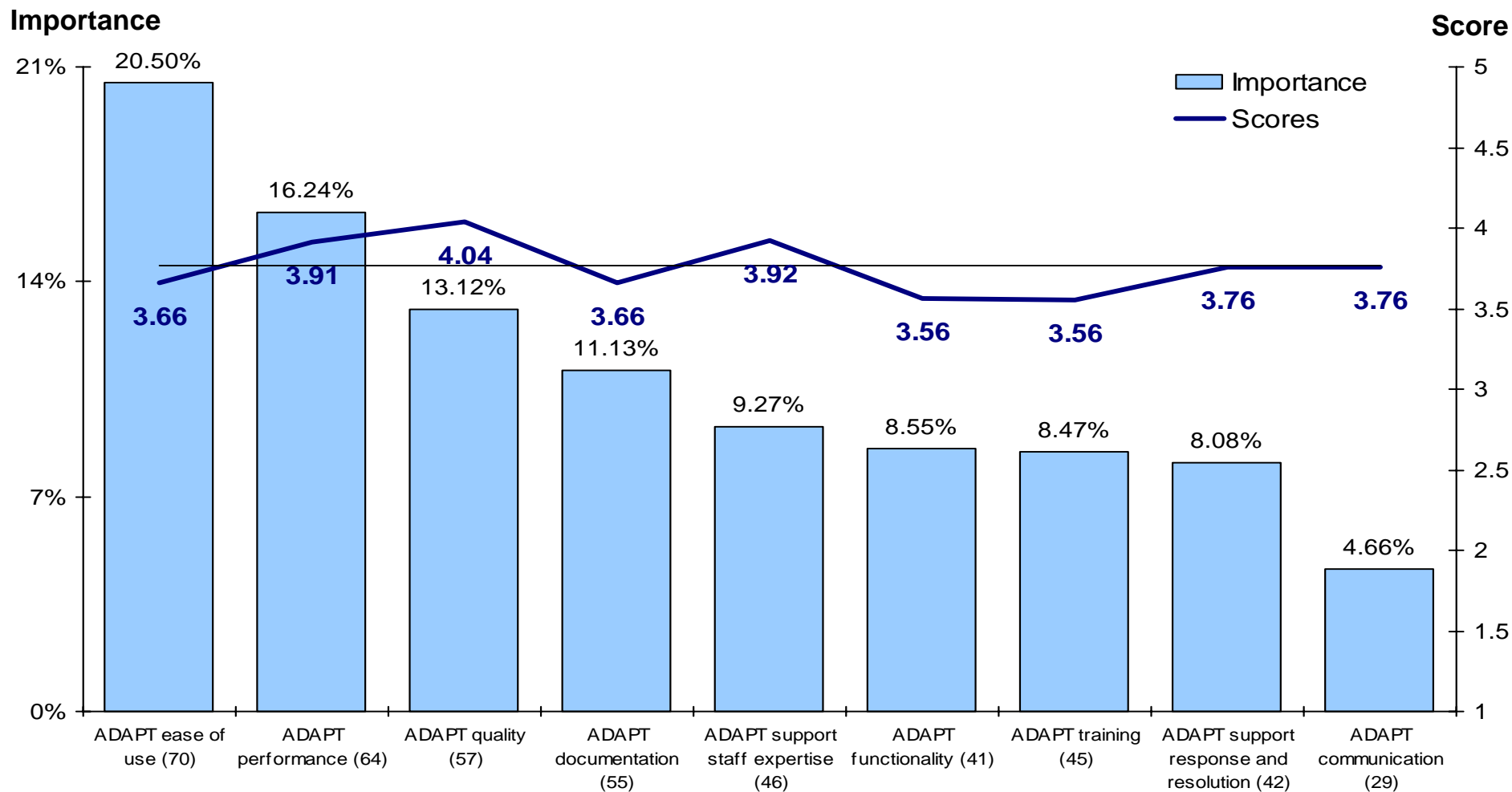
Appendix: ADAPT

Program Unit: General Services (3.7,95)



Appendix: ADAPT

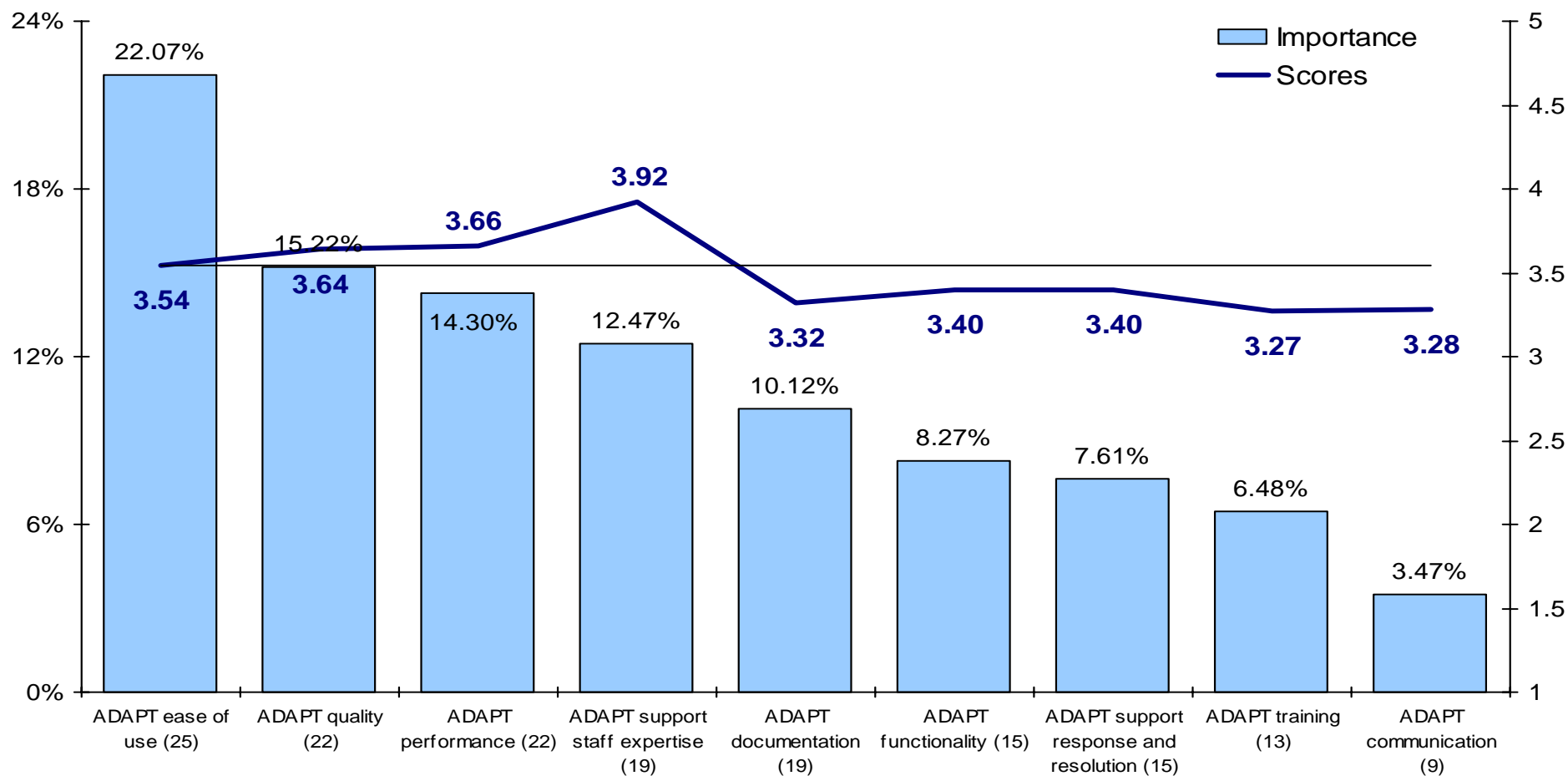
Program Unit: Generic Services (3.77,71)



Appendix: ADAPT

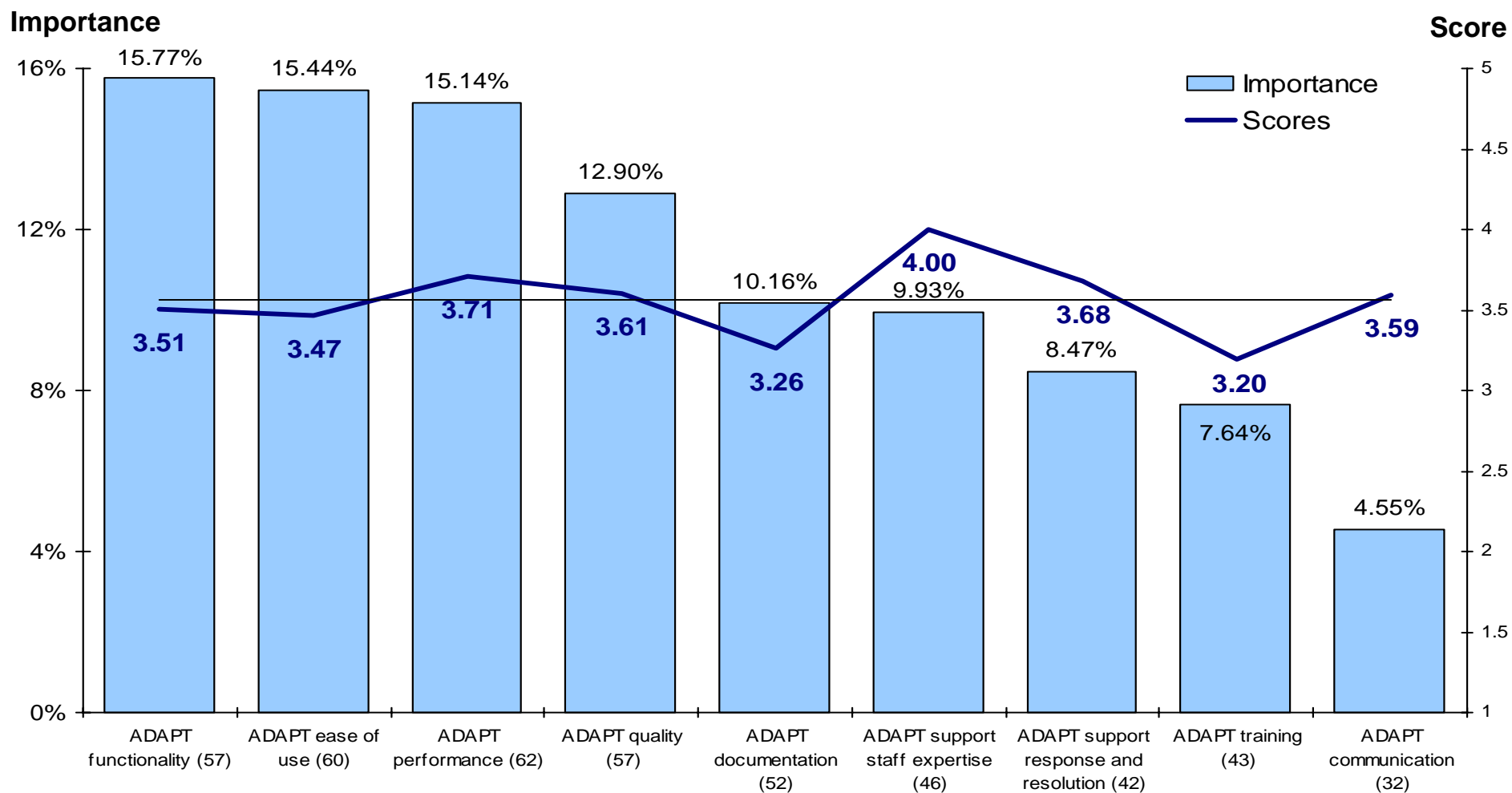
Program Unit: Human Resource Management (3.55,27)

Importance



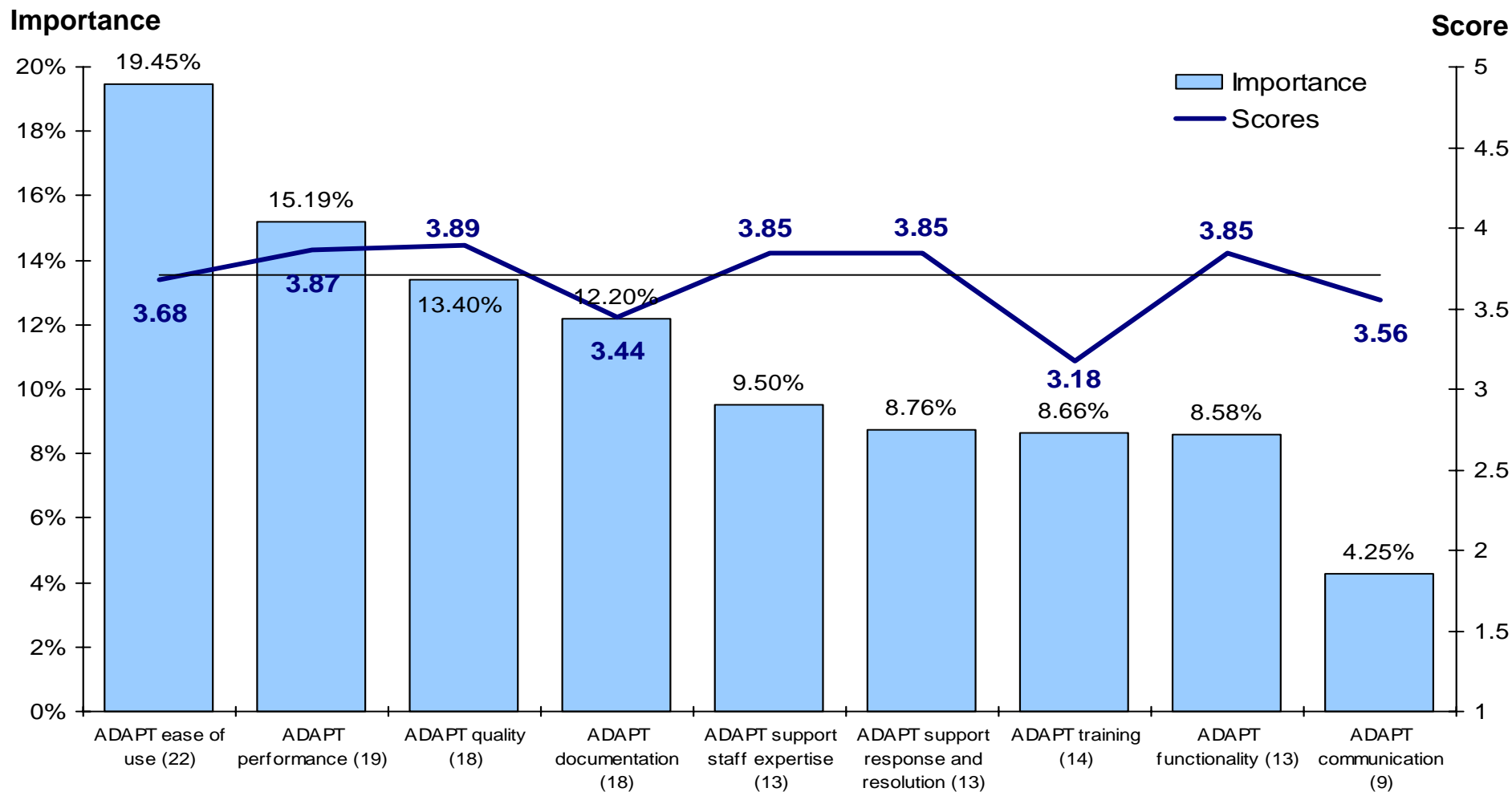
Appendix: ADAPT

Program Unit: Information Systems (3.56,70)



Appendix: ADAPT

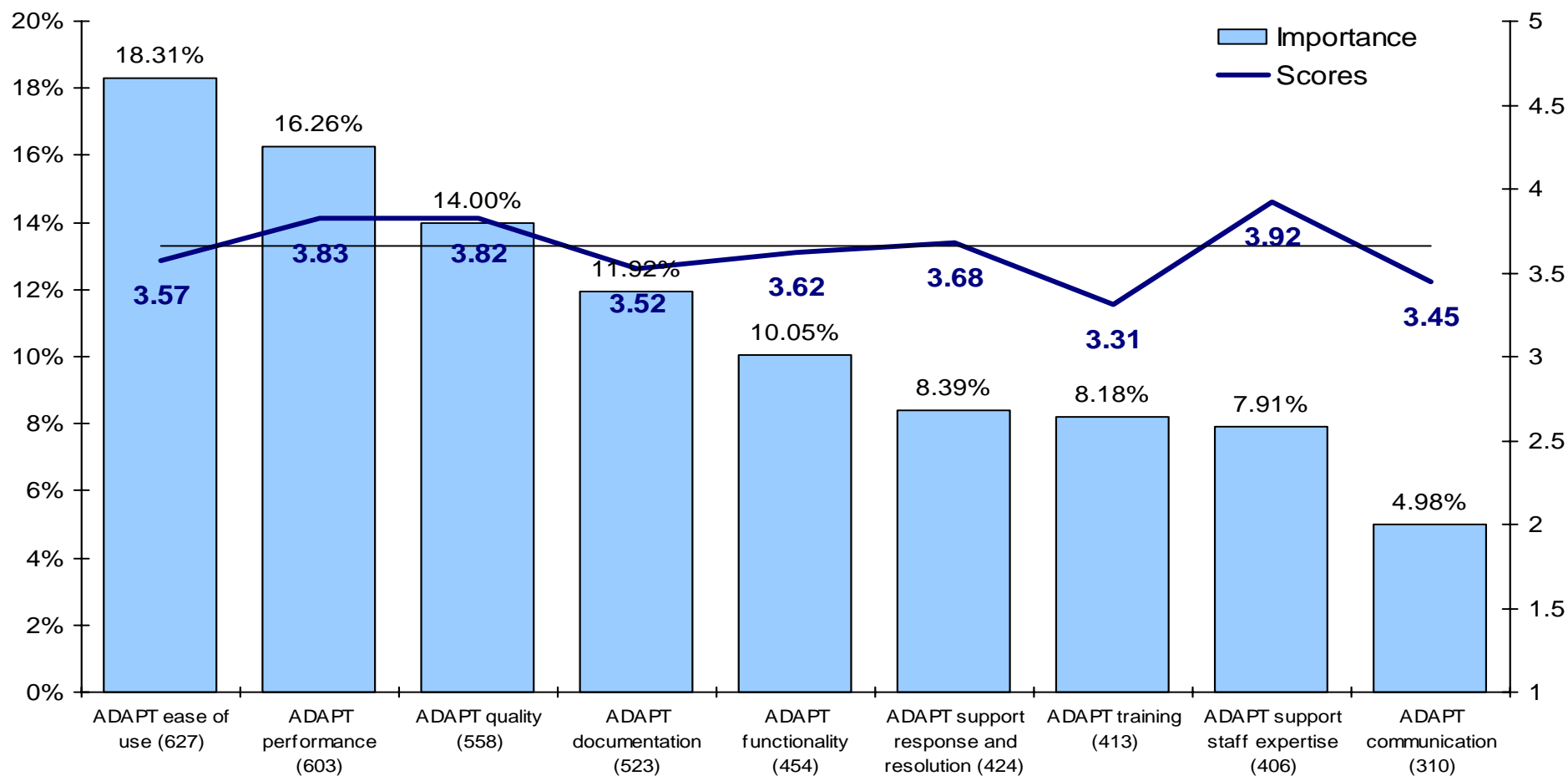
Program Unit: Interdepartmental Services (3.7,22)



Appendix: ADAPT

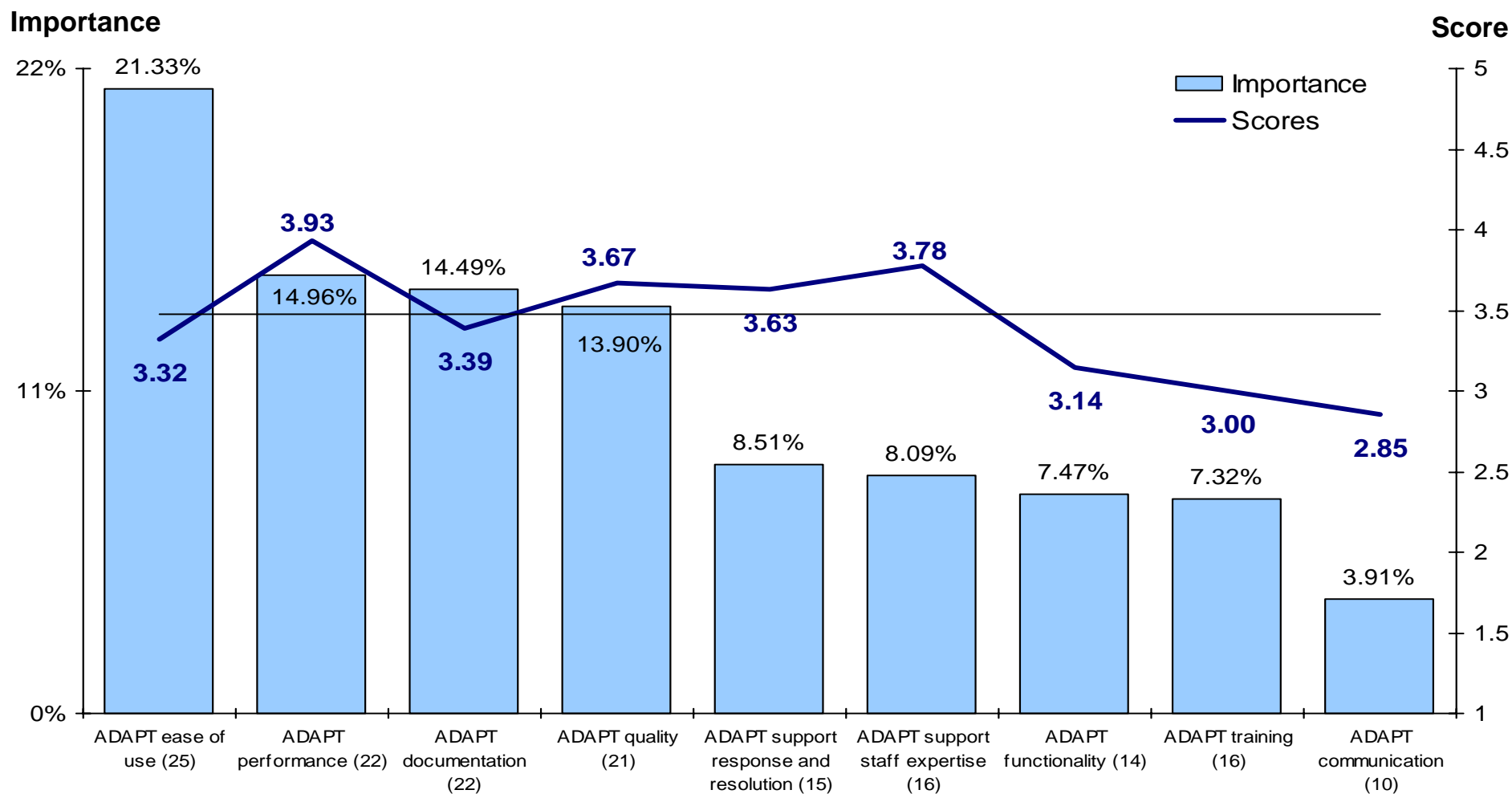
Program Unit: Medicaid (3.66,666)

Importance



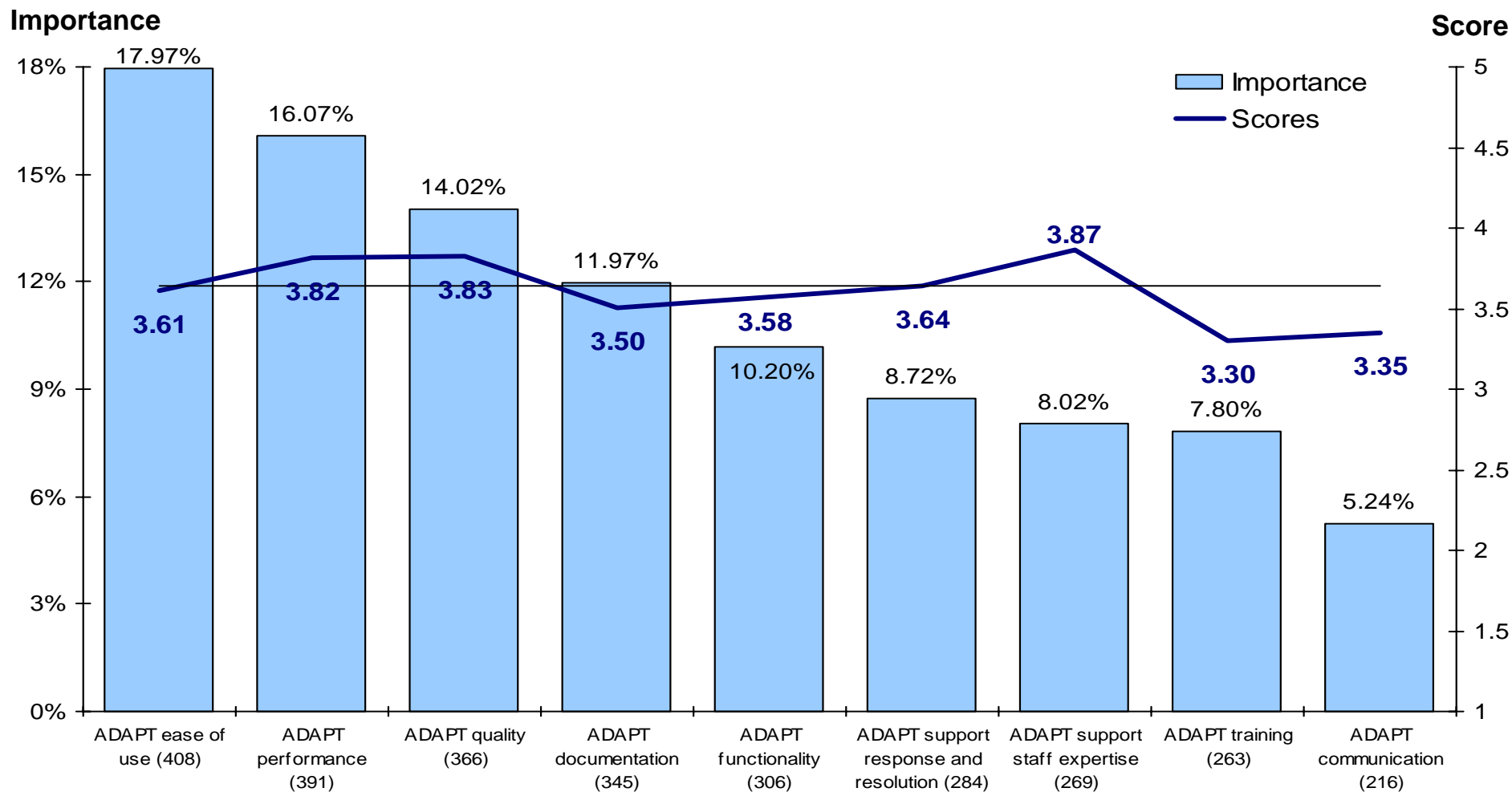
Appendix: ADAPT

Program Unit: Quality Management (3.48,25)



Appendix: ADAPT

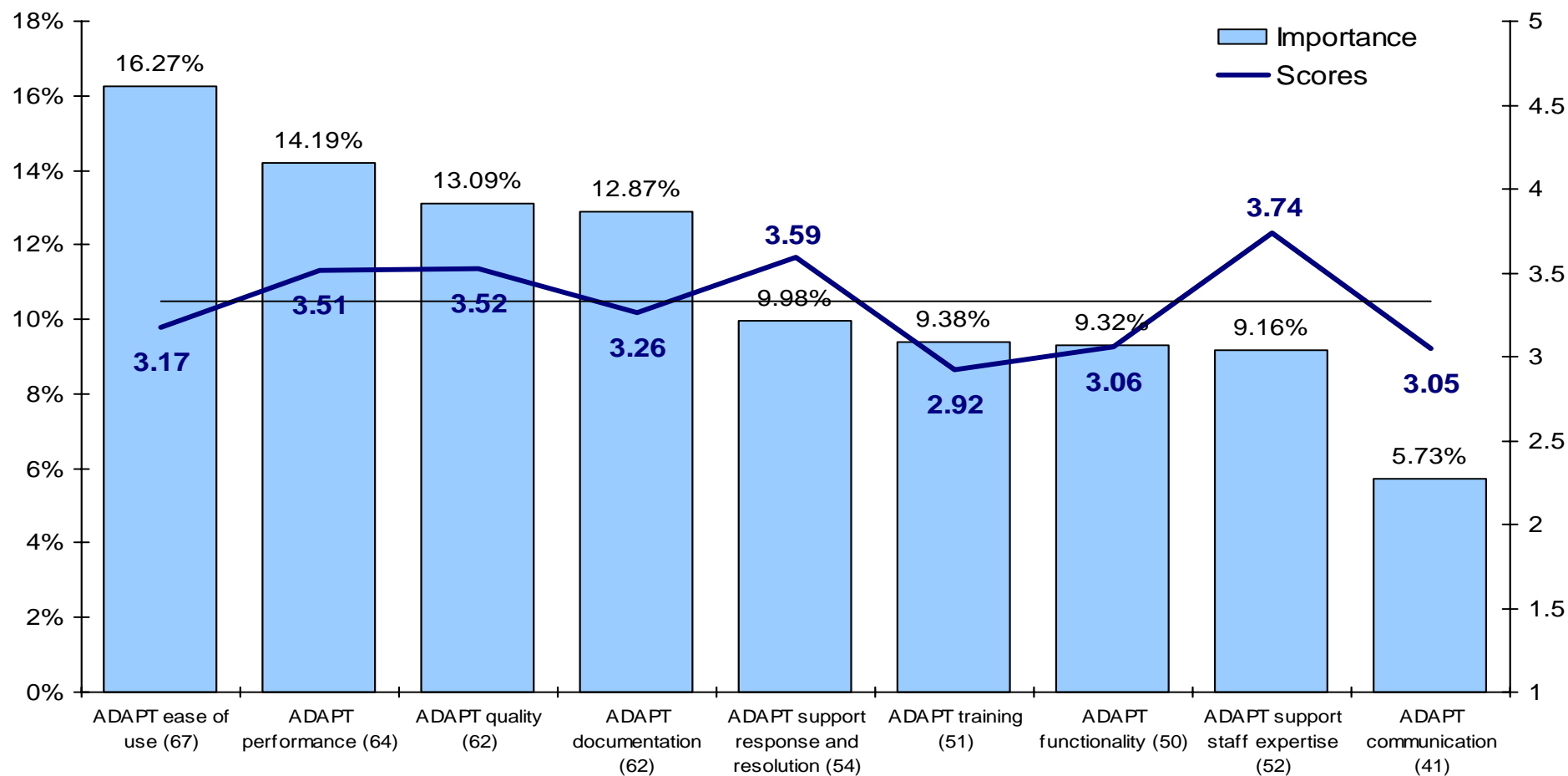
Program Unit: TANF (3.64,434)



Appendix: ADAPT

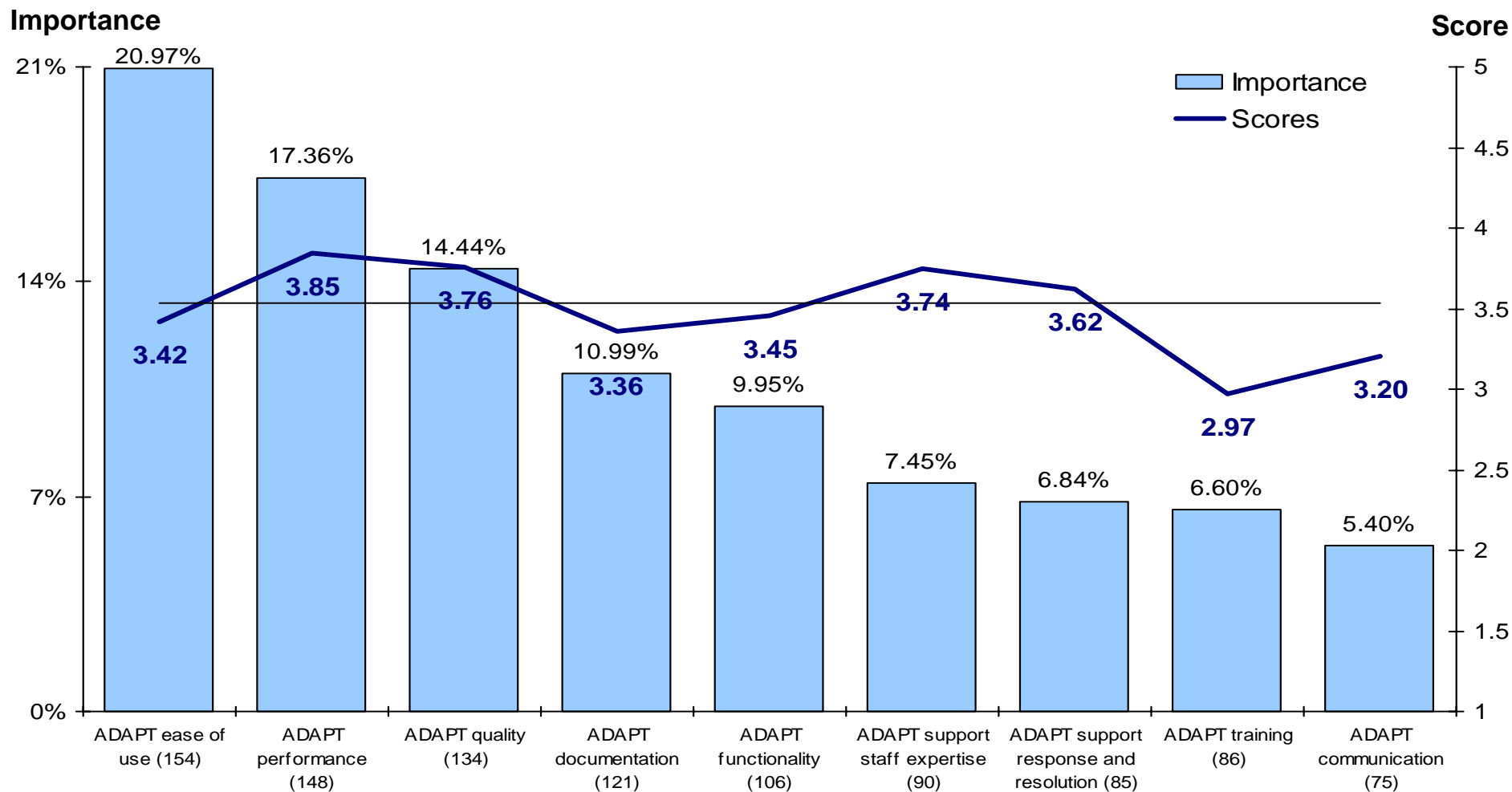
Program Unit: Training (3.33,70)

Importance



Appendix: ADAPT

Program Unit: VIEW FSET (3.54,165)





Appendix: APECS

Detailed breakdown by:

Job Classification

Length working with VSSS

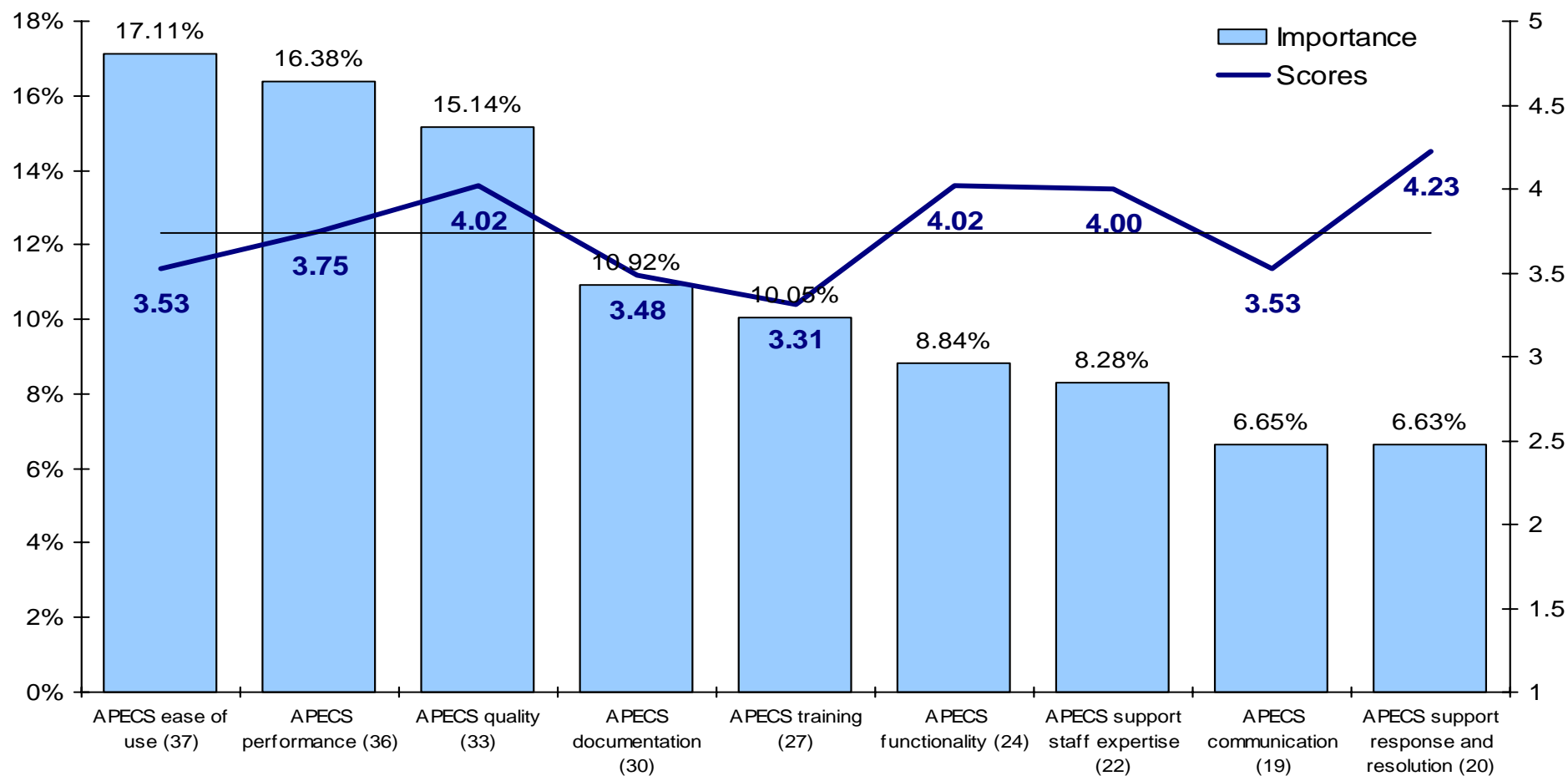
Region

Program Unit

Appendix: APECS

Job Classification: Administrative/Financial Services Support Worker (3.74,39)

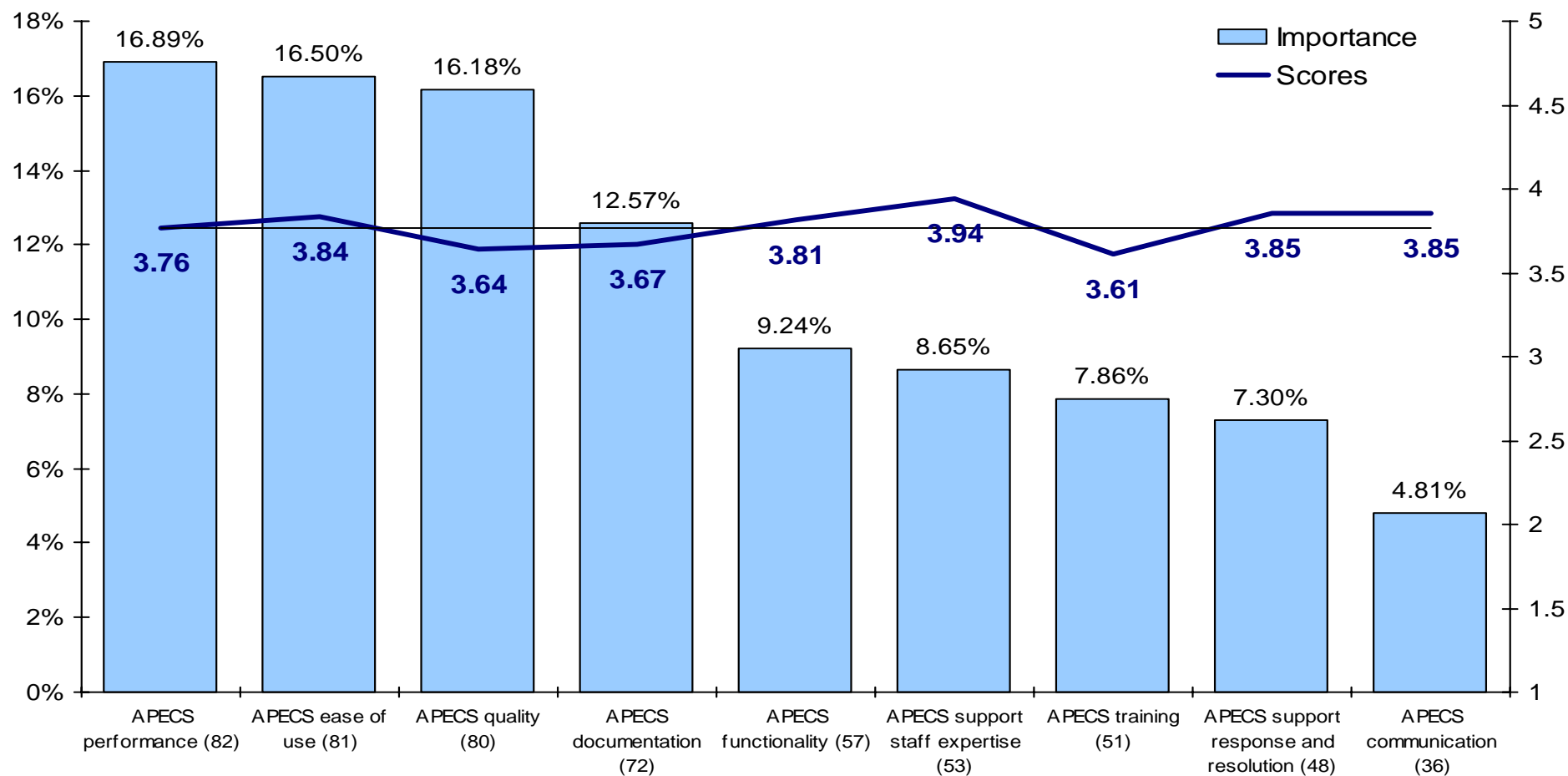
Importance



Appendix: APECS

Job Classification: Child Support Enforcement Worker (3.76,86)

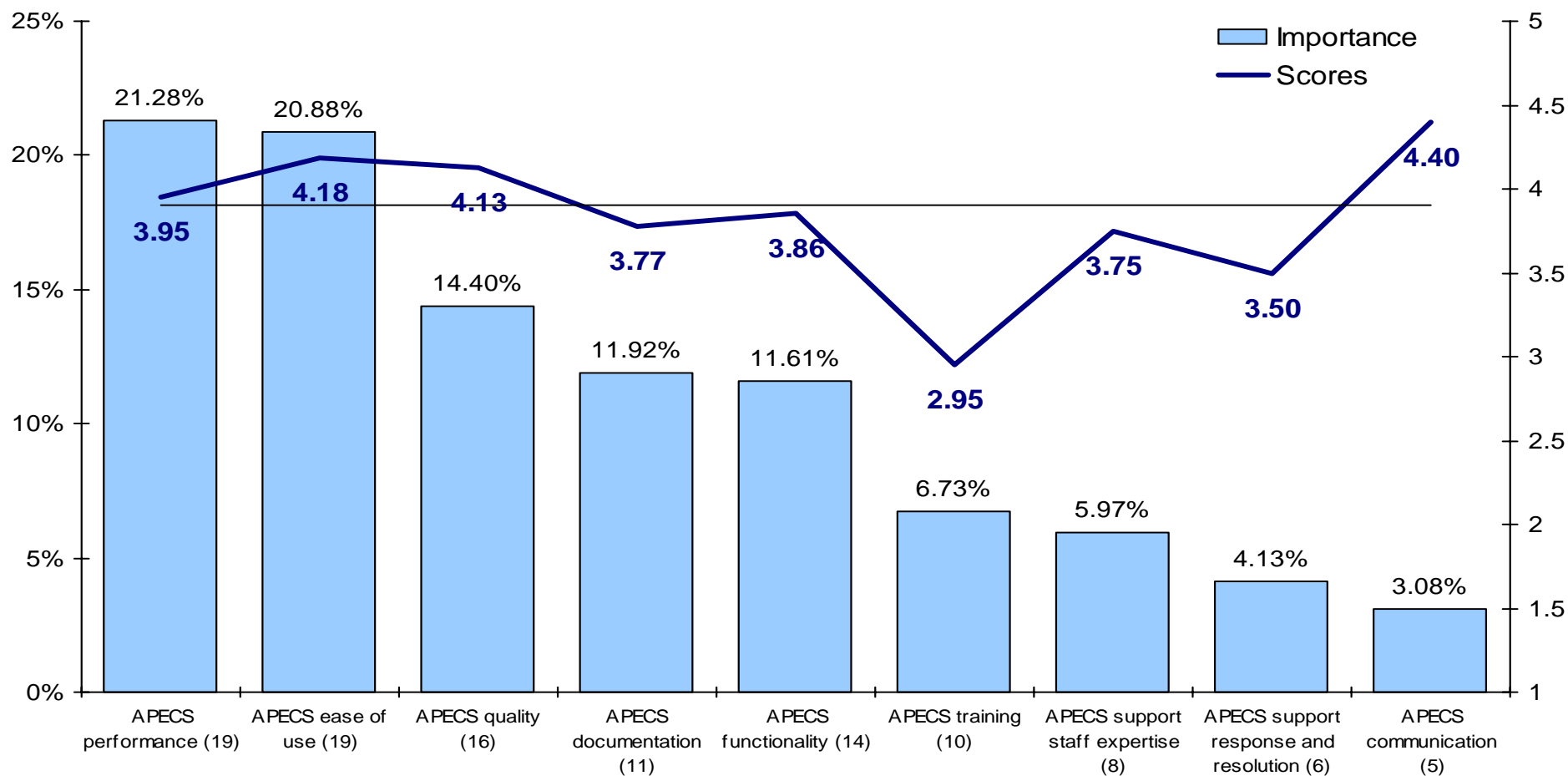
Importance



Appendix: APECS

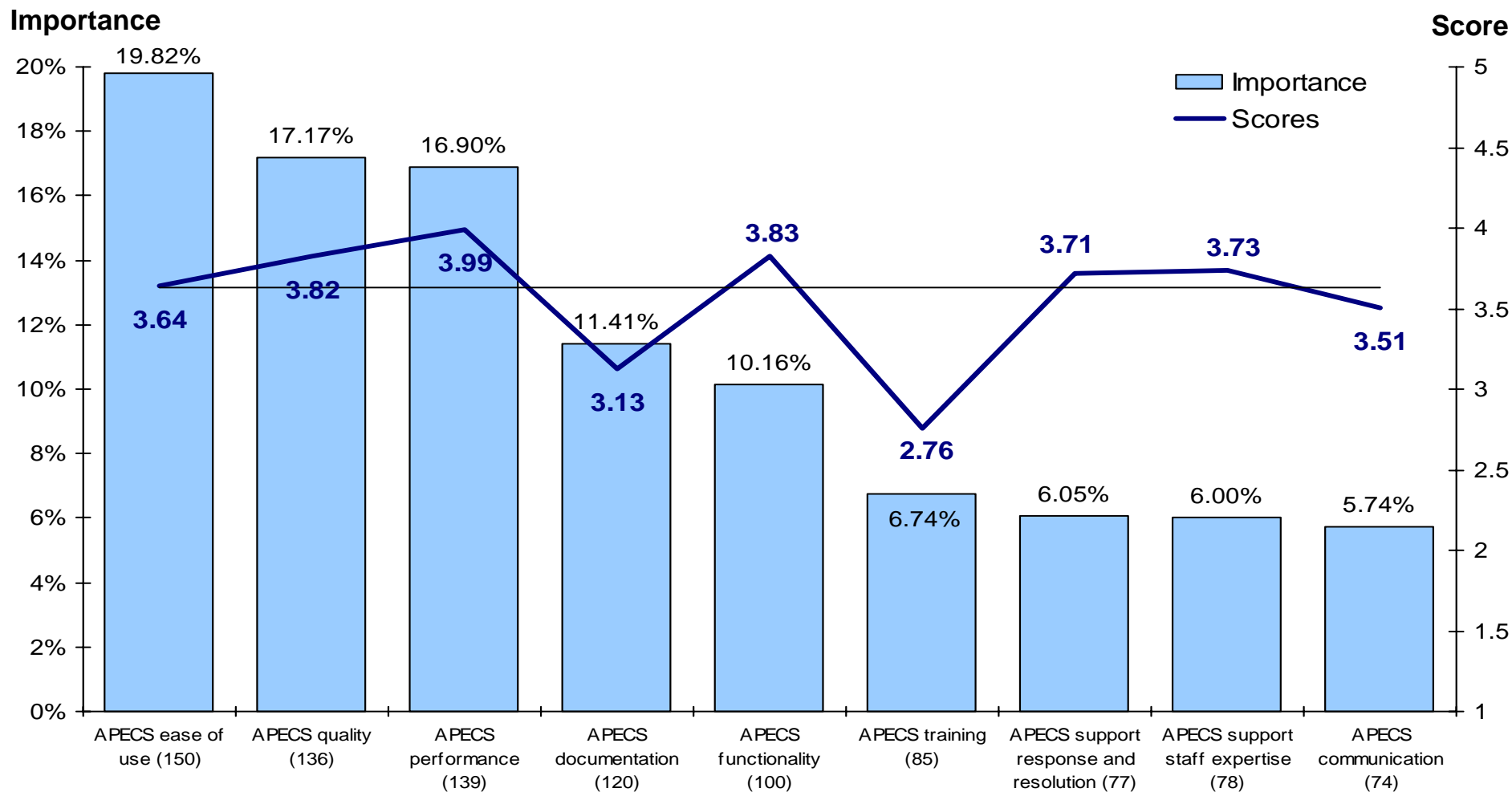
Job Classification: Clerical Worker (3.91,20)

Importance



Appendix: APECS

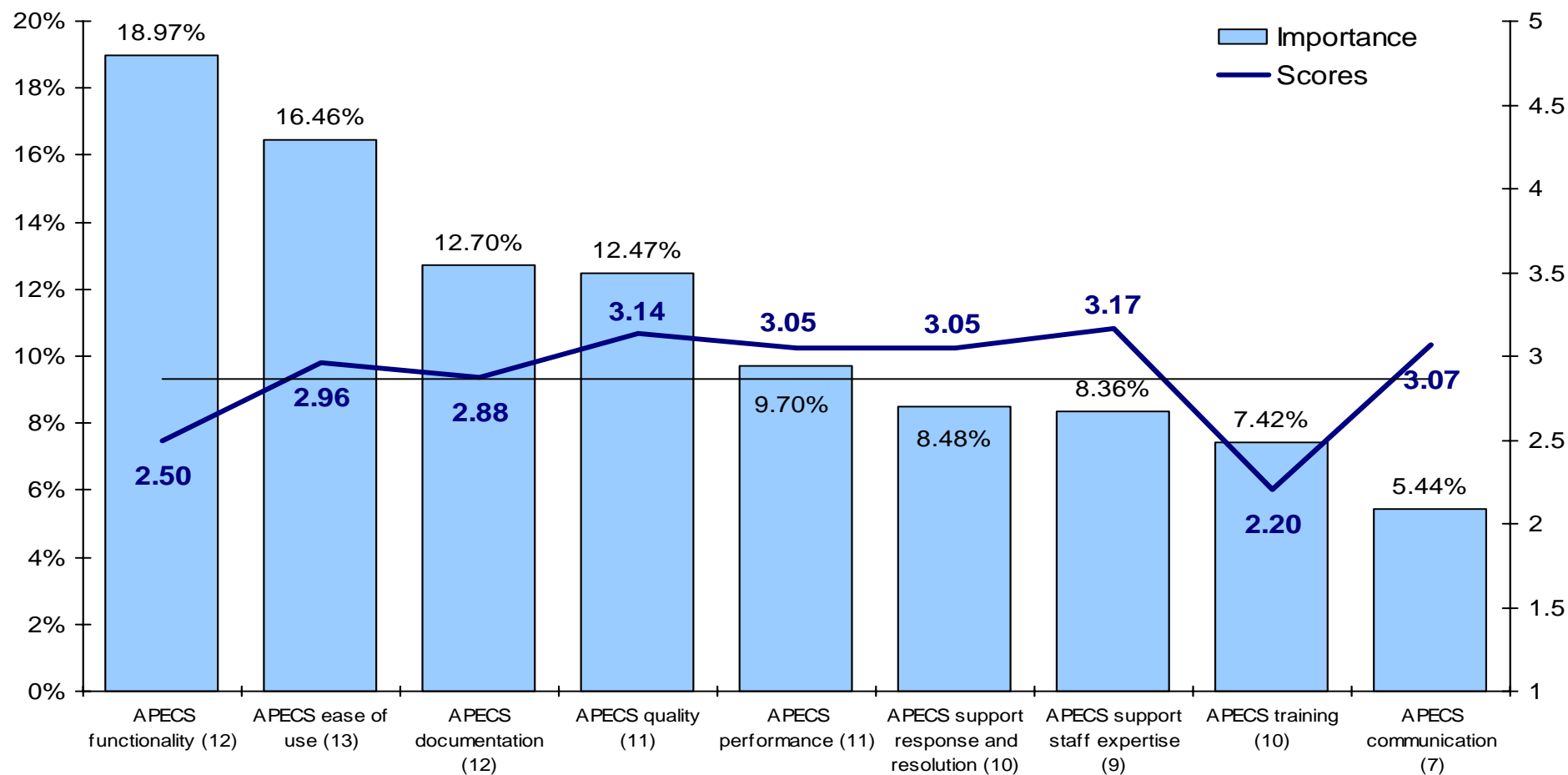
Job Classification: Eligibility/Benefits Worker (3.63,164)



Appendix: APECS

Job Classification: Fraud Worker (2.87,16)

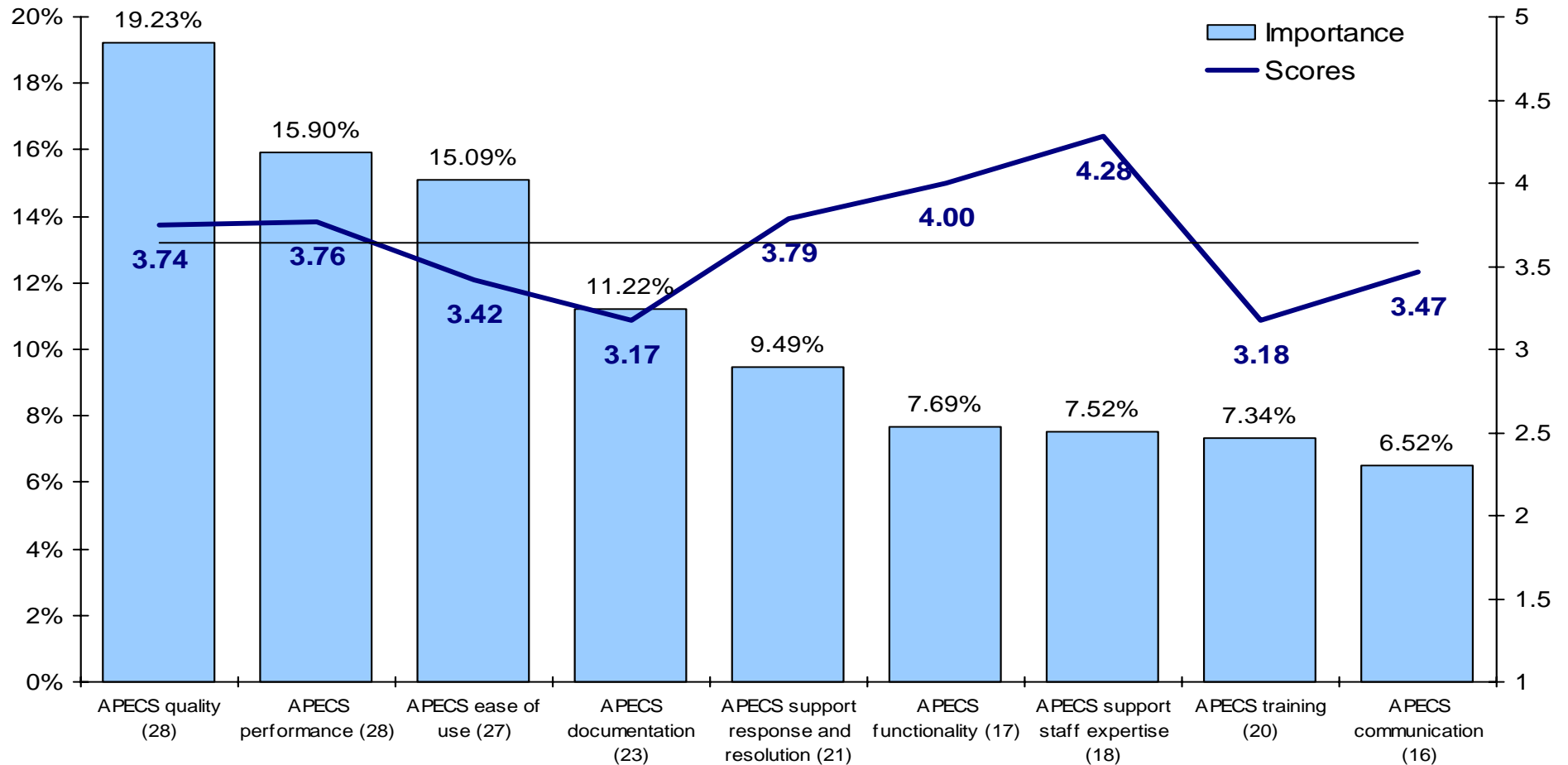
Importance



Appendix: APECS

Job Classification: Program Supervisor (3.64,30)

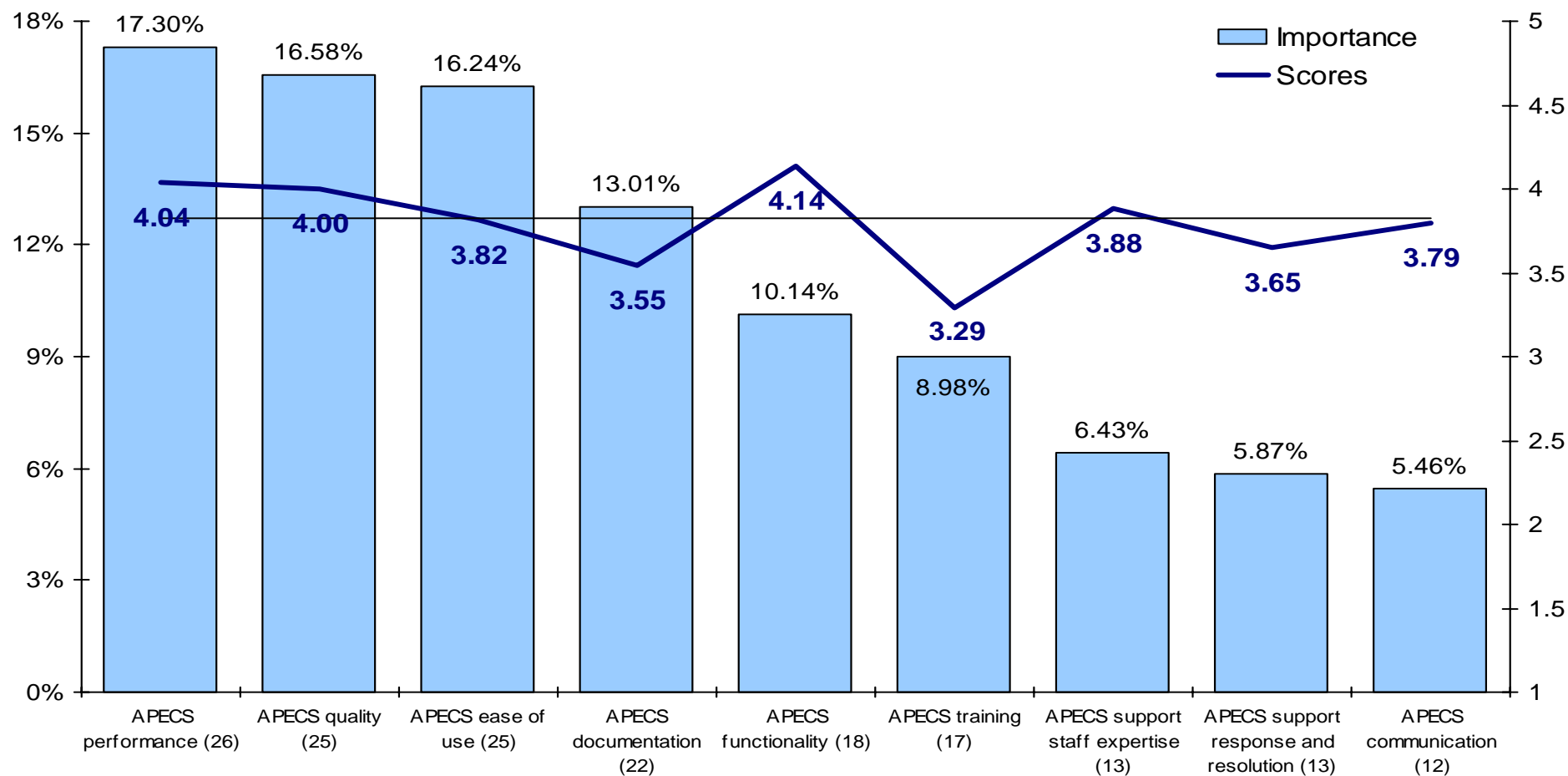
Importance



Appendix: APECS

Length: Less than 1 year (3.83,27)

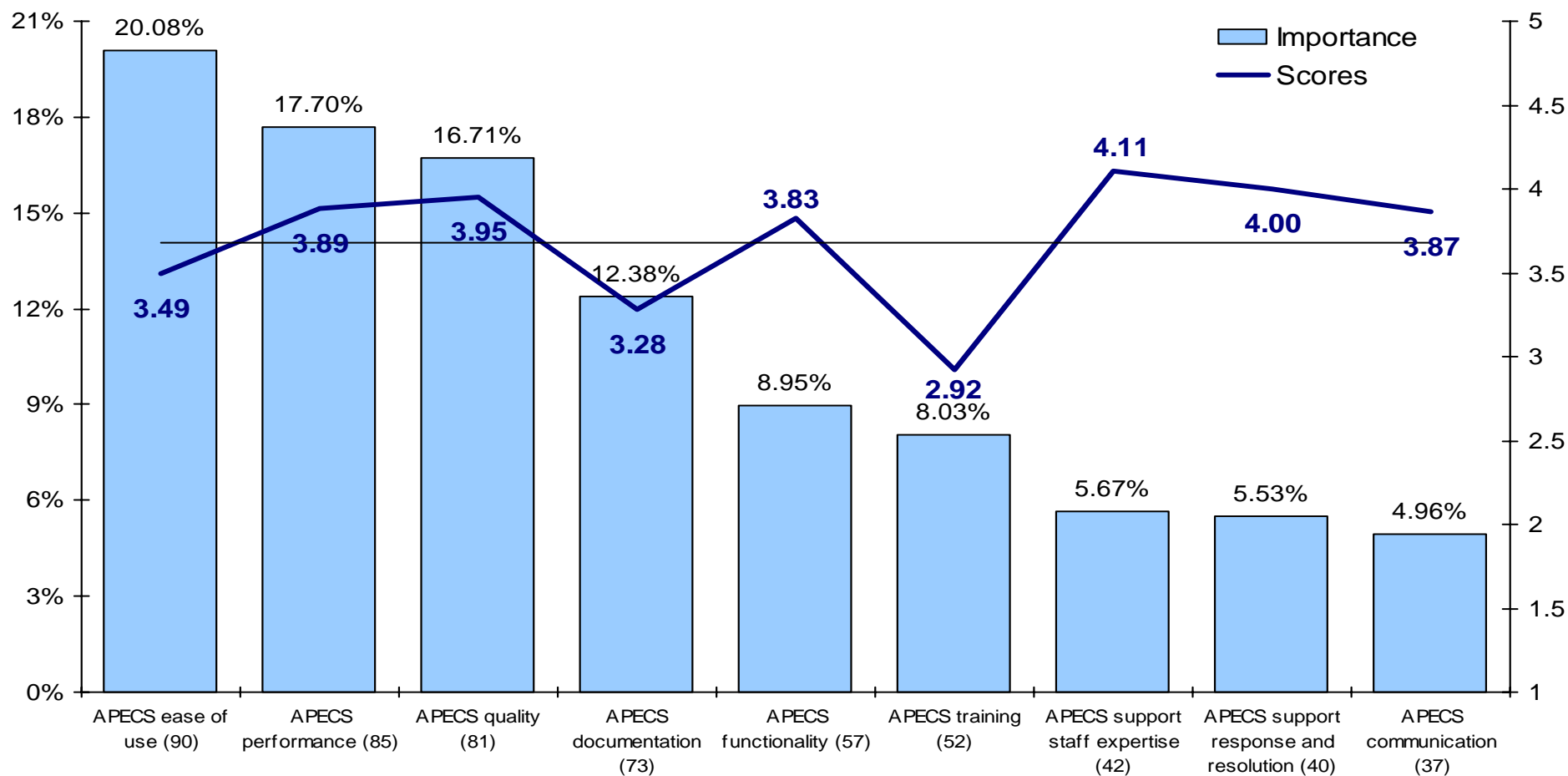
Importance



Appendix: APECS

Length: 1 to 5 years (3.68,98)

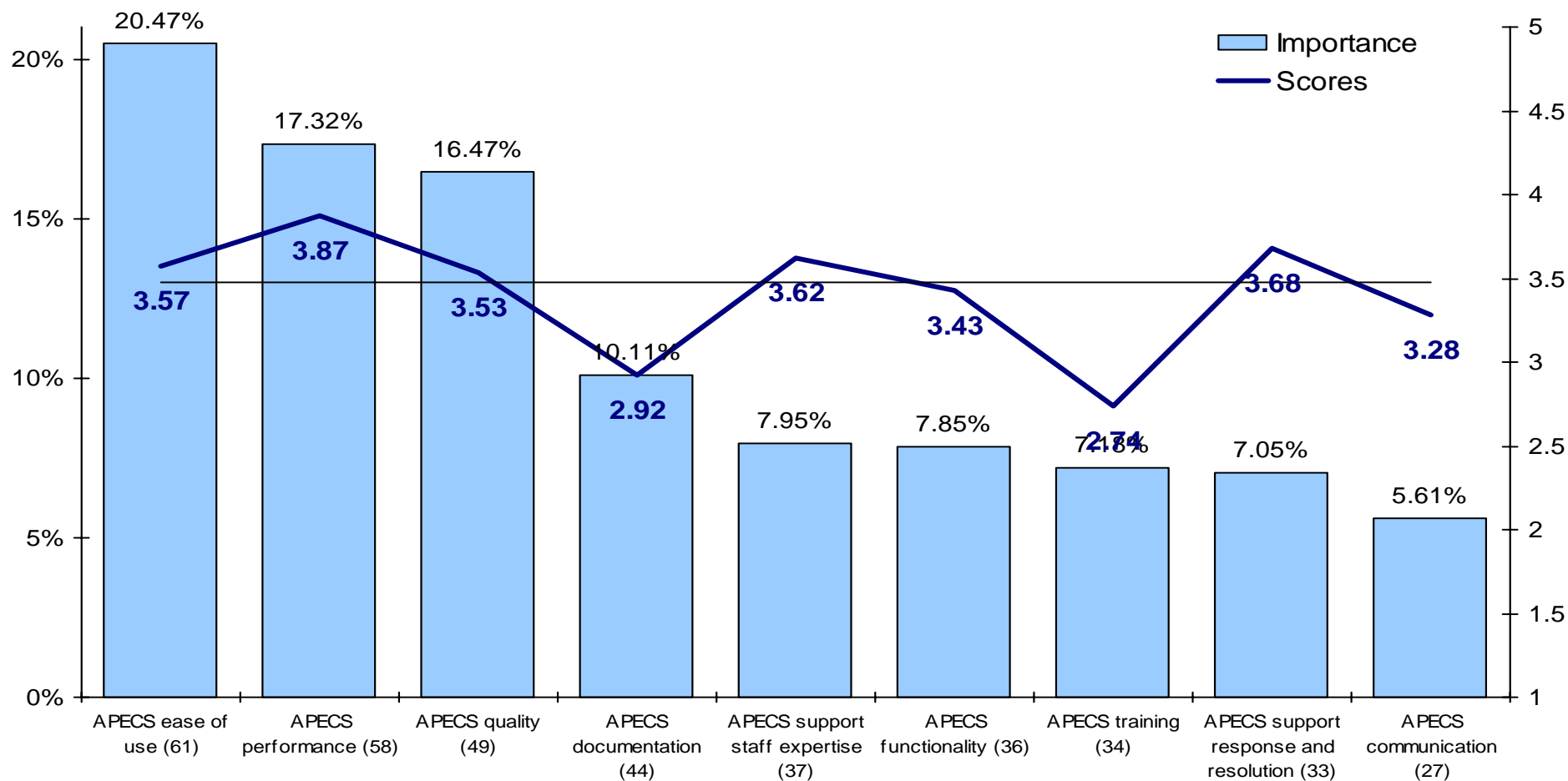
Importance



Appendix: APECS

Length: 5 to 10 years (3.48,65)

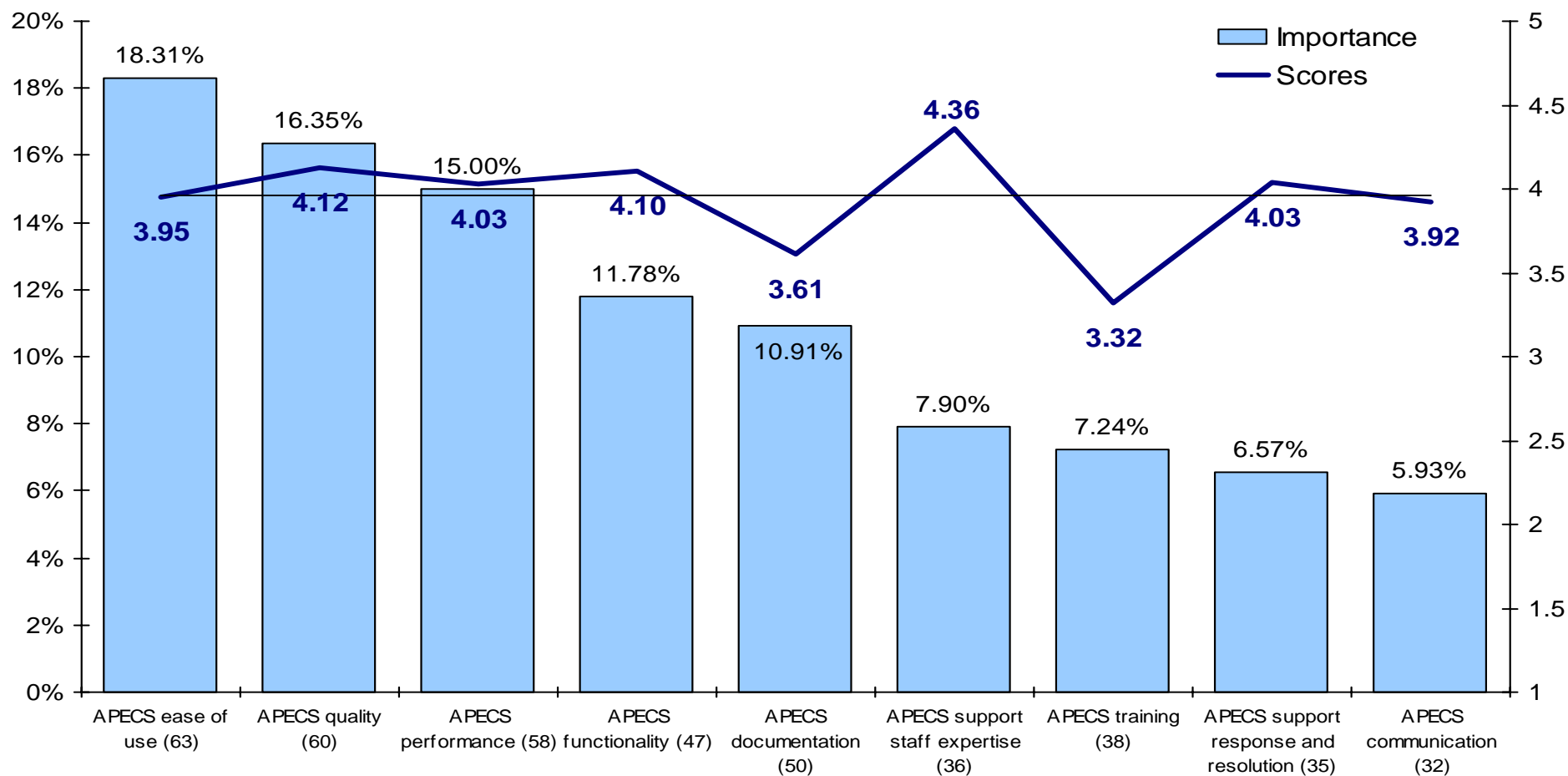
Importance



Appendix: APECS

Length: 10 to 15 years (3.96,65)

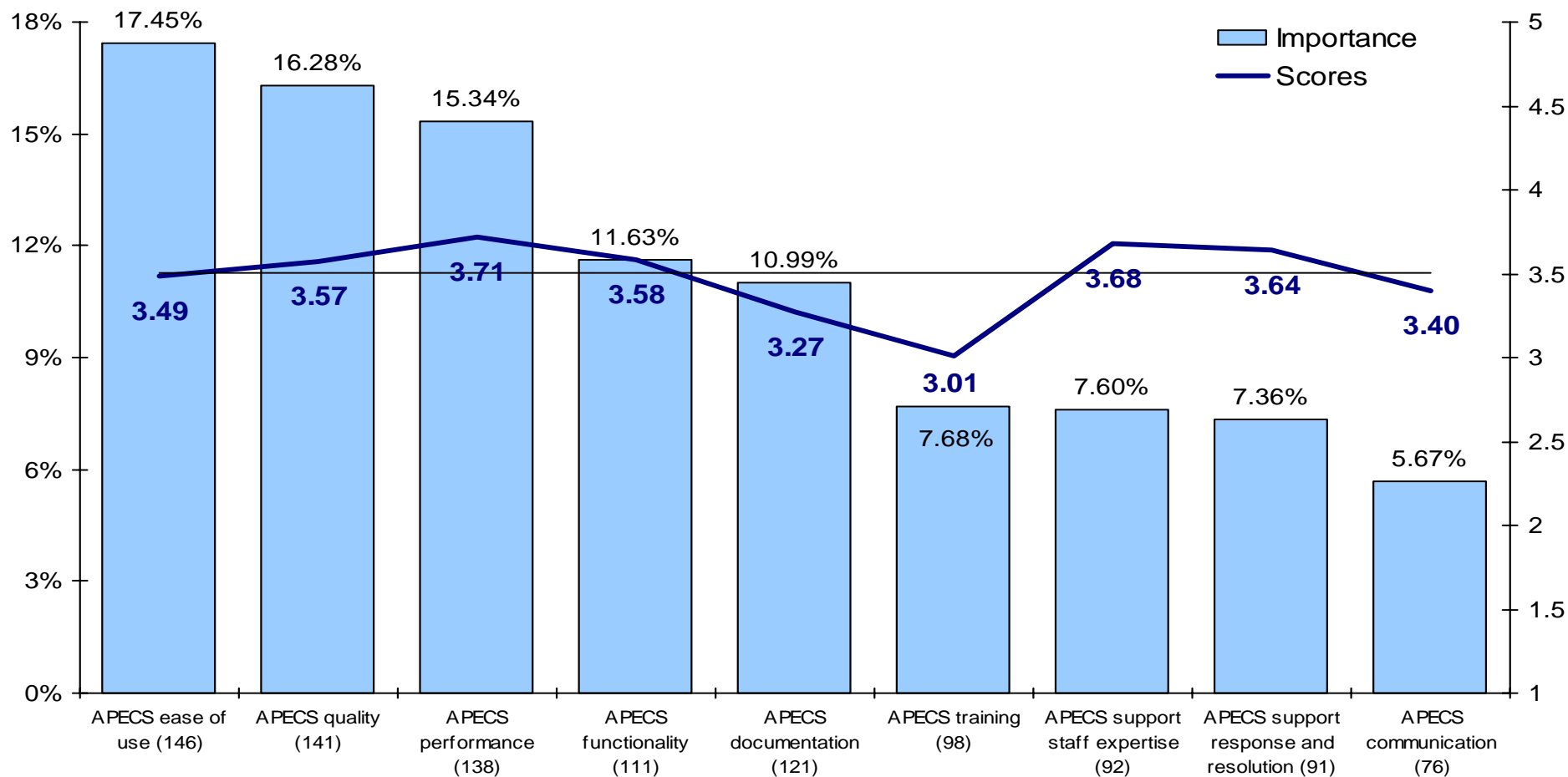
Importance



Appendix: APECS

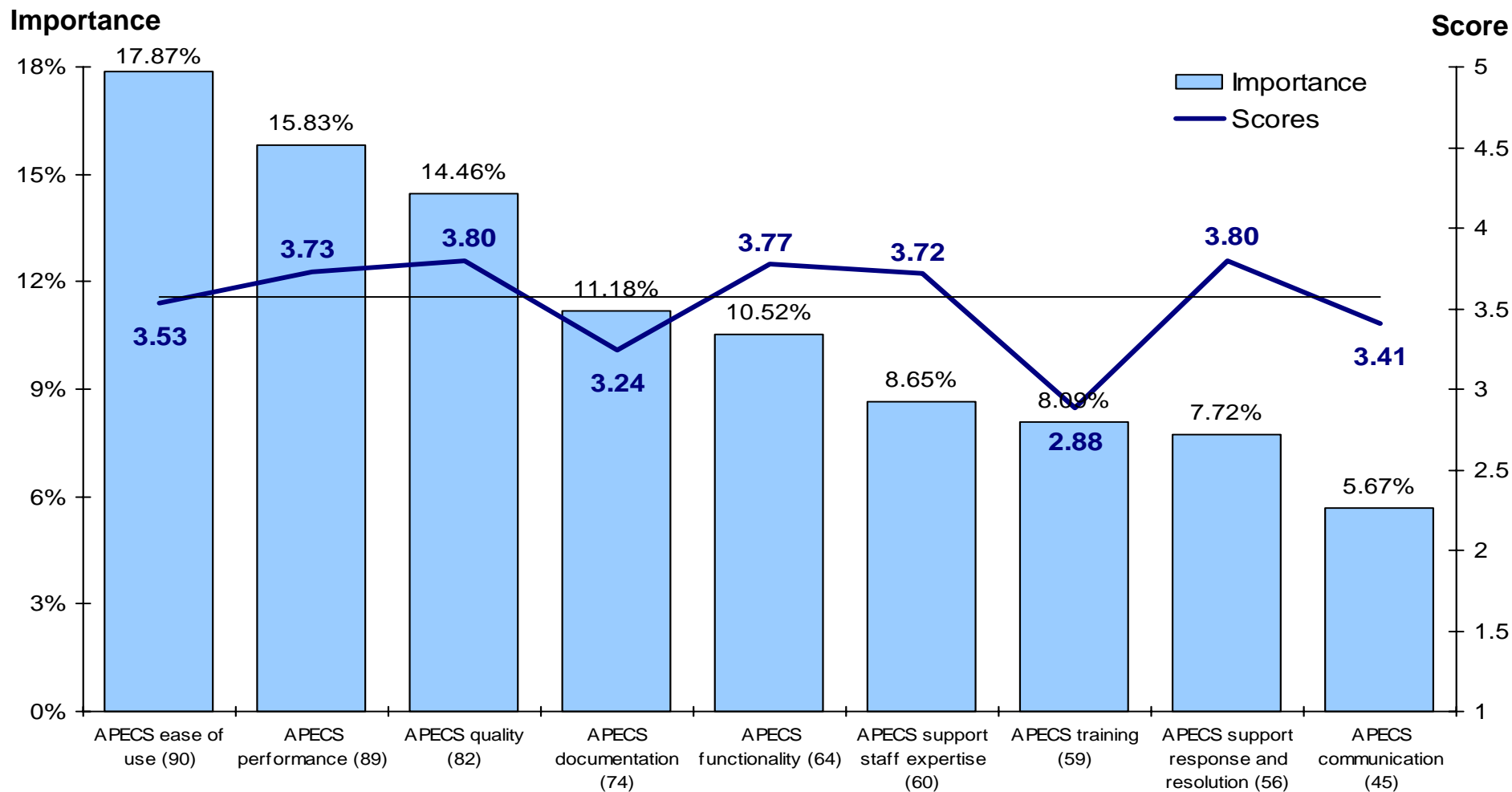
Length: More than 15 years (3.51,159)

Importance



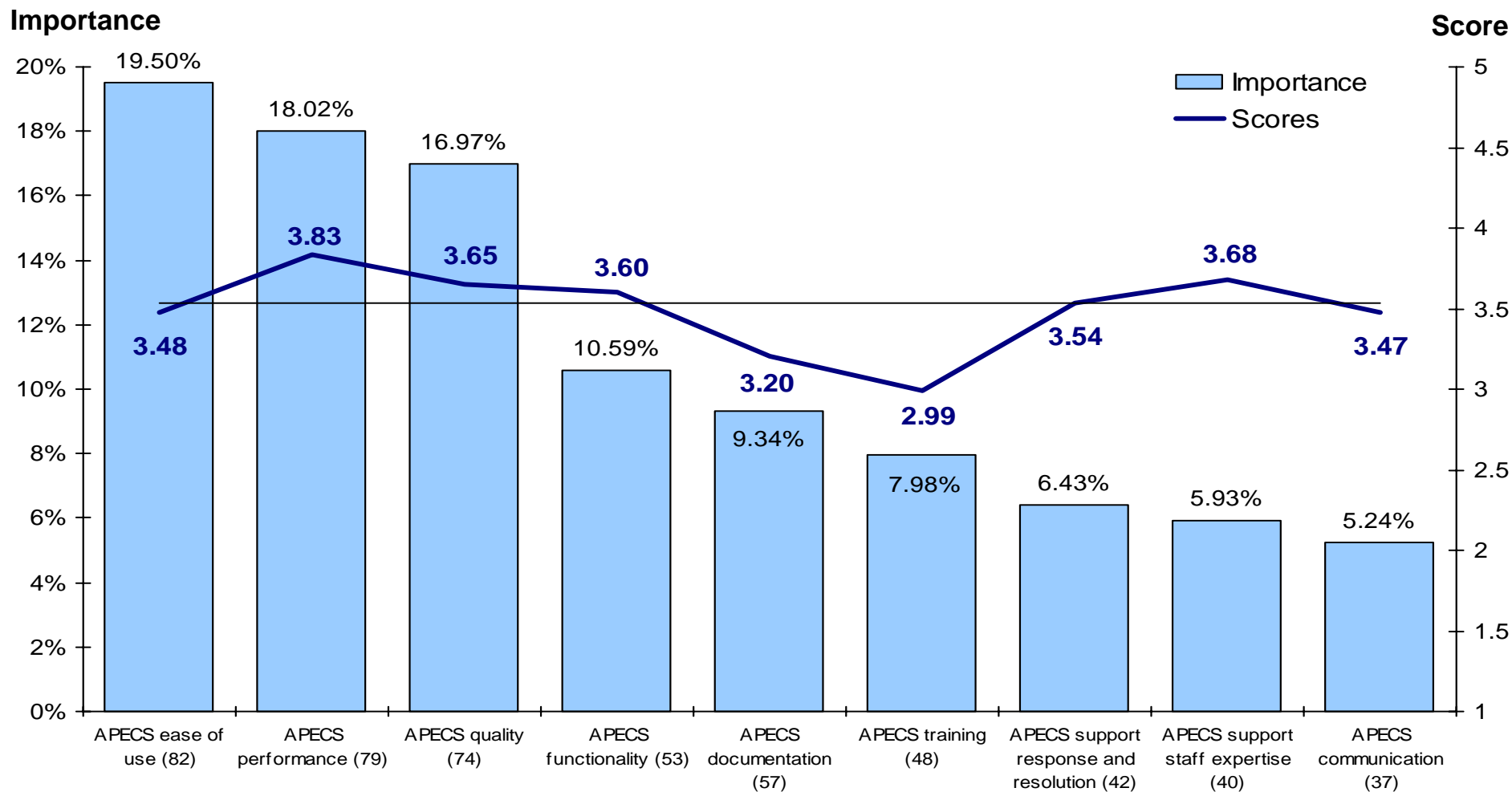
Appendix: APECS

Region: Central (3.57,96)



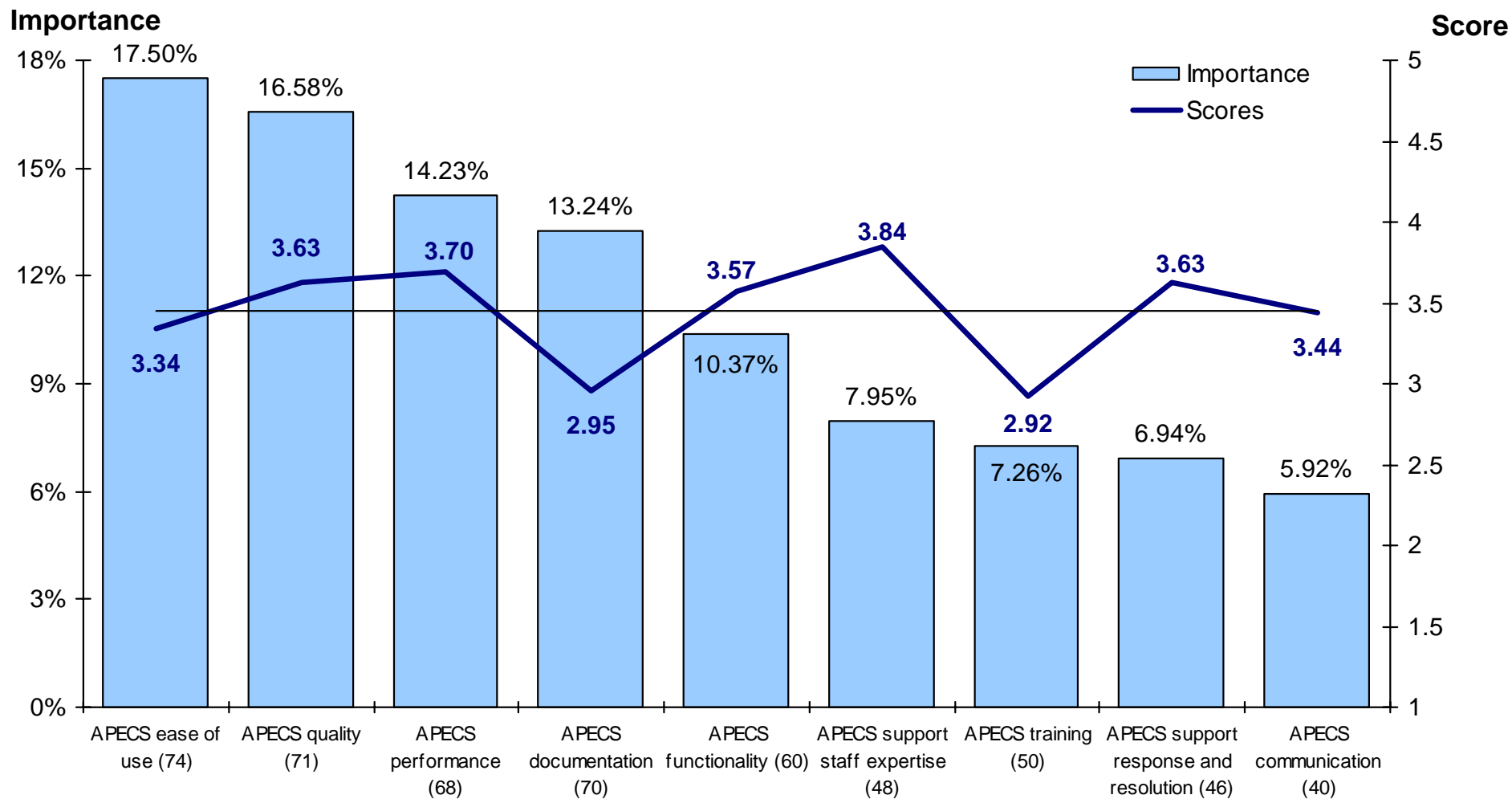
Appendix: APECS

Region: Eastern (3.54,88)



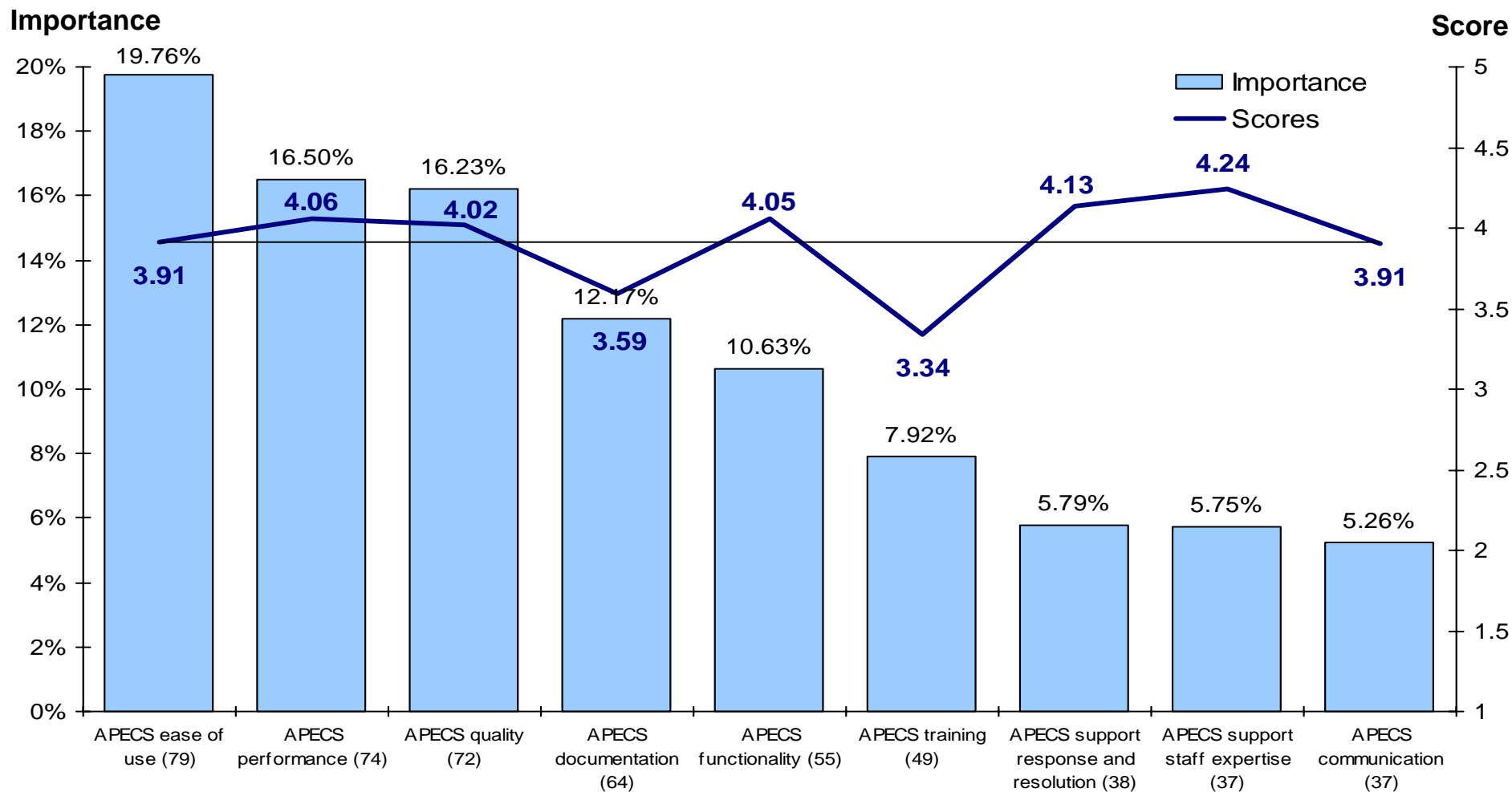
Appendix: APECS

Region: Northern (3.45,82)



Appendix: APECS

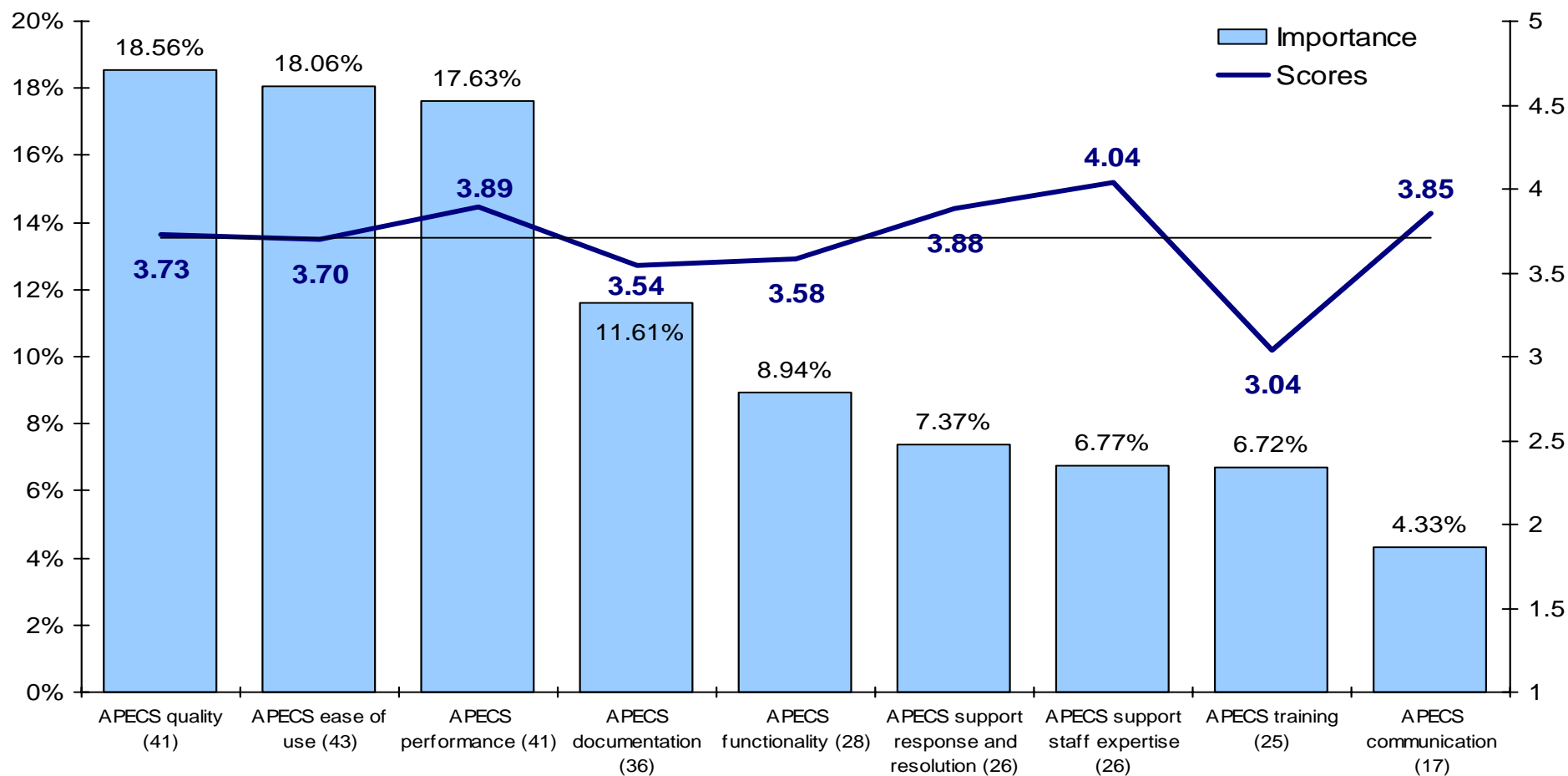
Region: Piedmont (3.92,83)



Appendix: APECS

Region: Western (3.71,48)

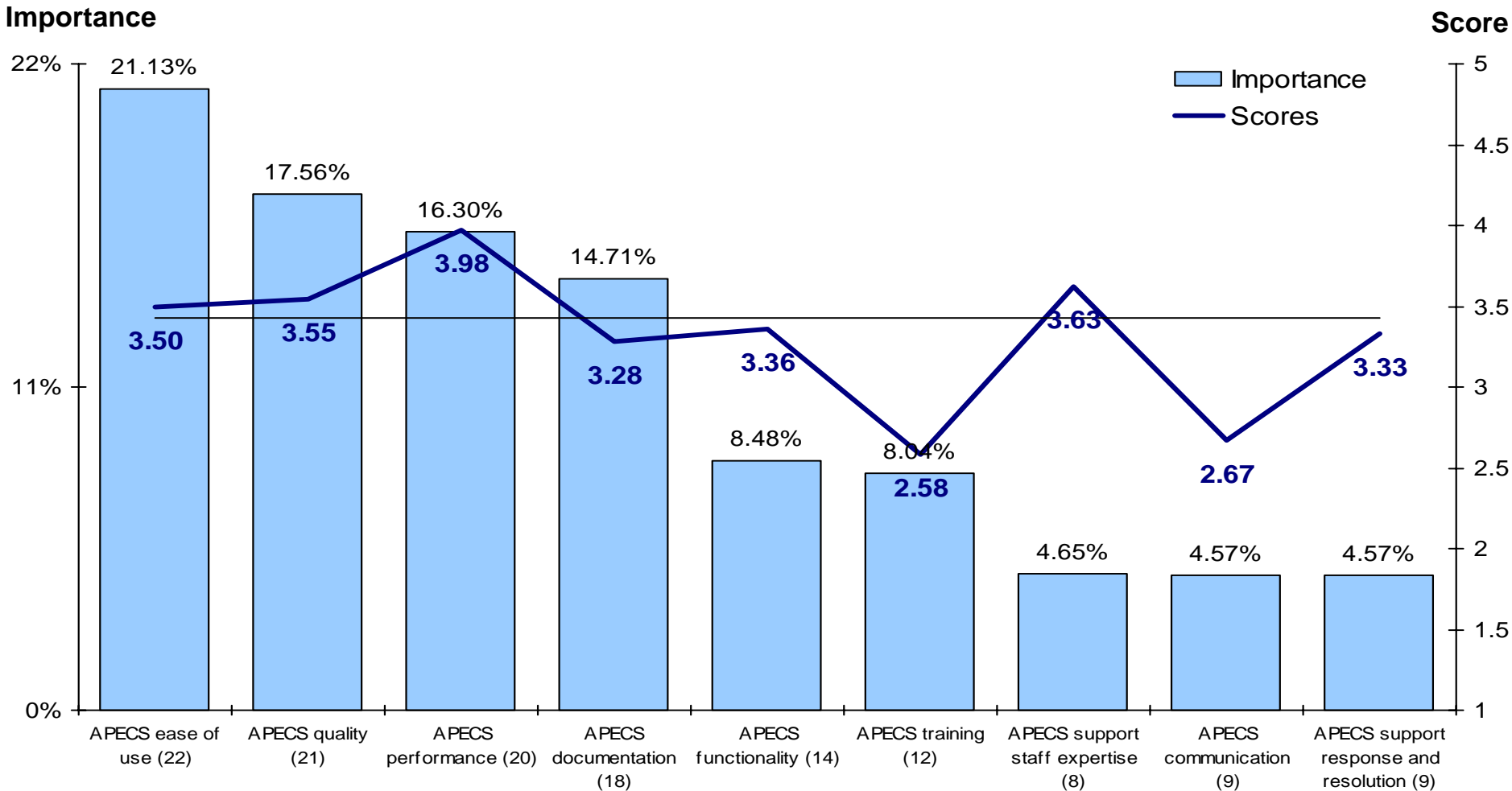
Importance



Appendix: APECS

Program Unit: Child Care Program (3.43,24)

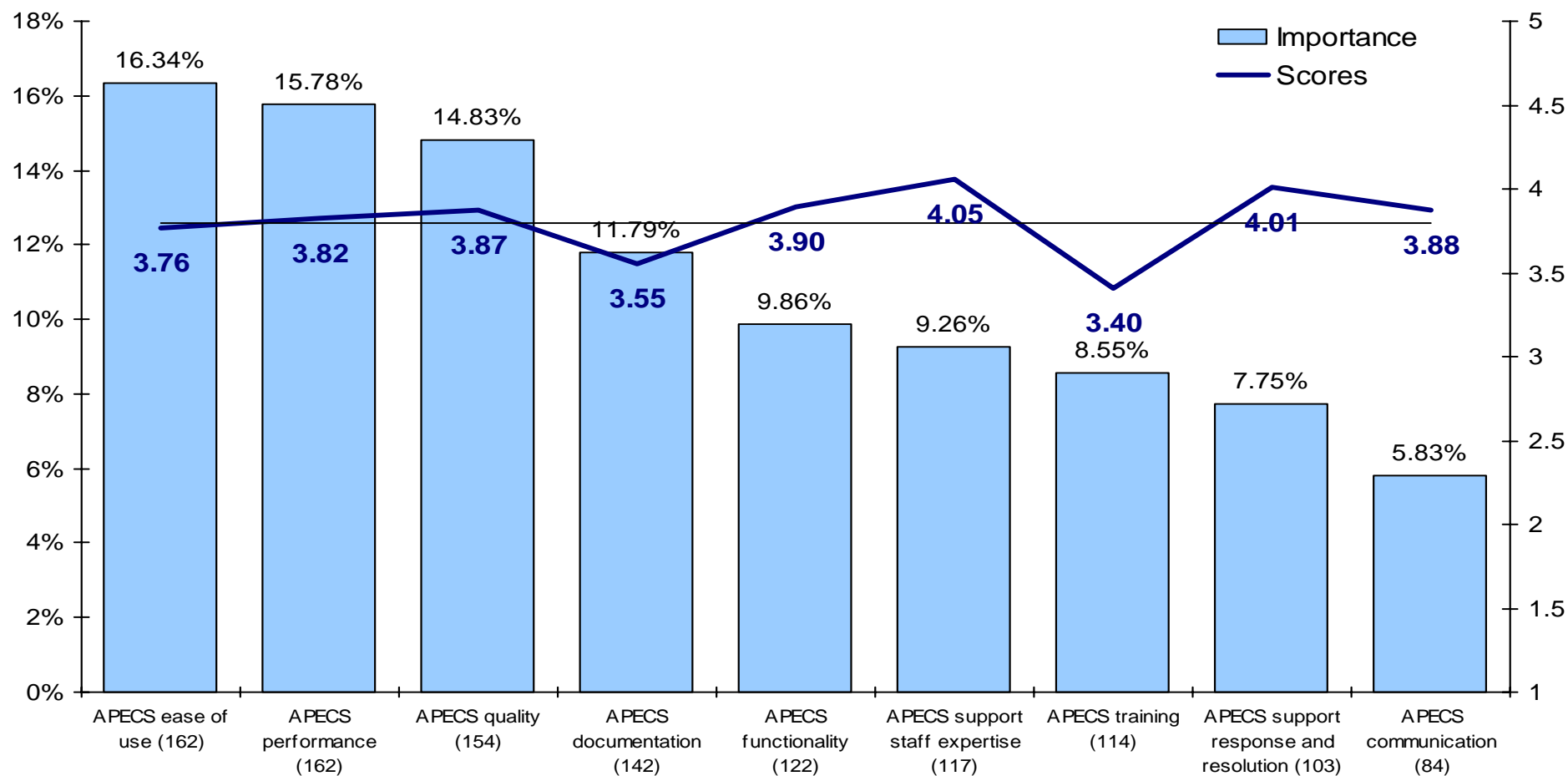
Importance



Appendix: APECS

Program Unit: Child Support Enforcement (3.8,170)

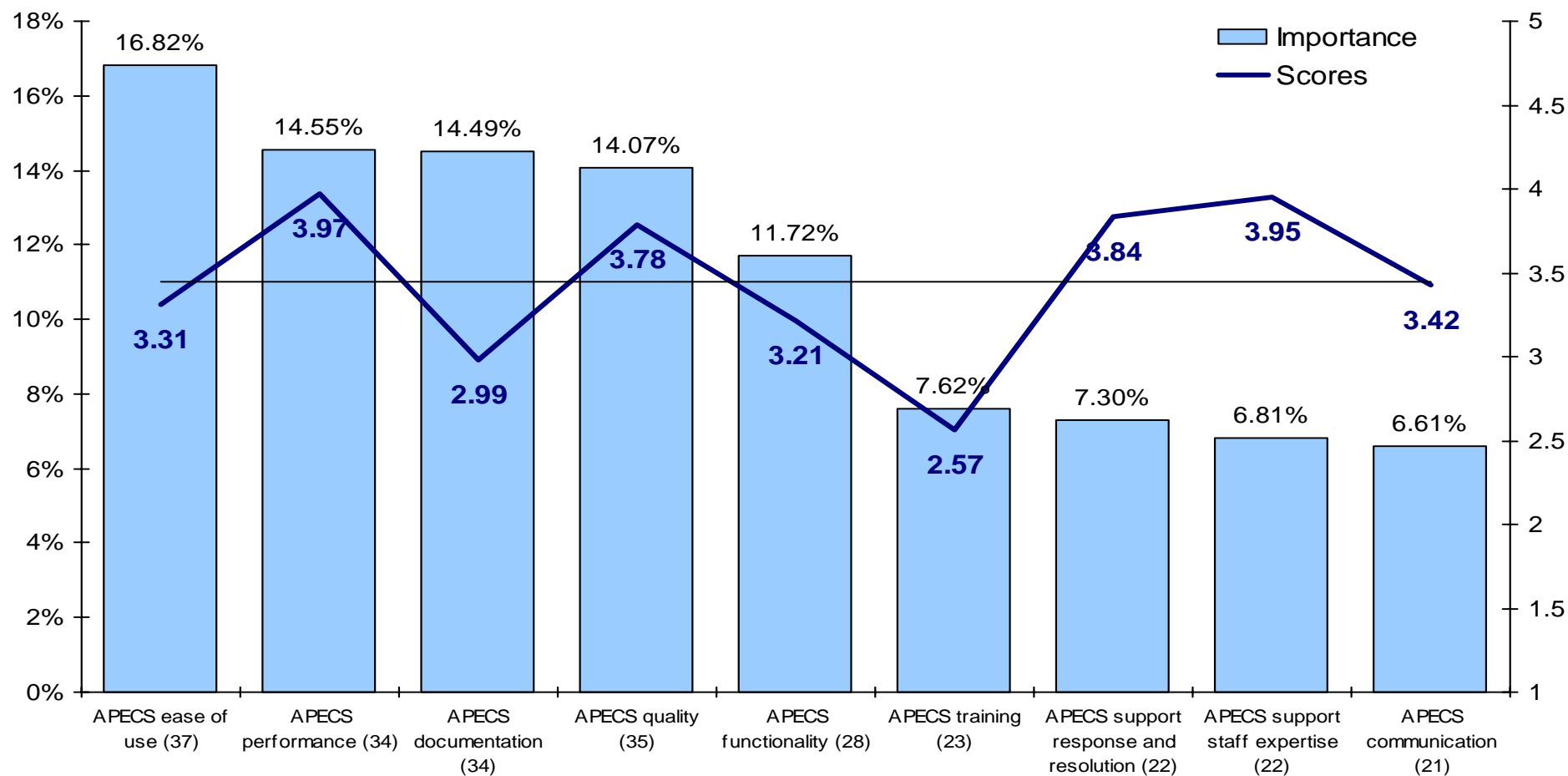
Importance



Appendix: APECS

Program Unit: Energy Assistance (3.45,42)

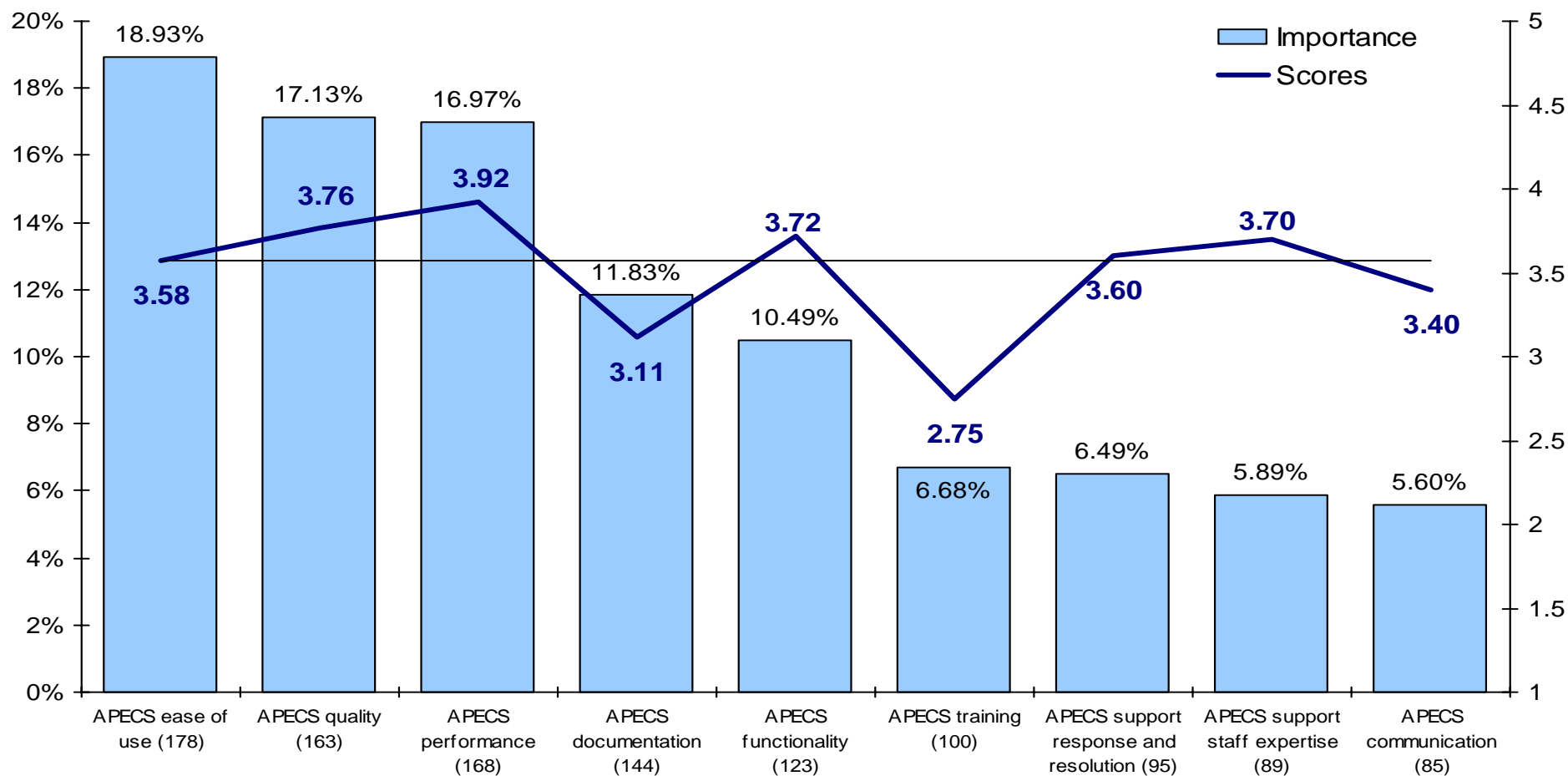
Importance



Appendix: APECS

Program Unit: Food Stamps (3.57,194)

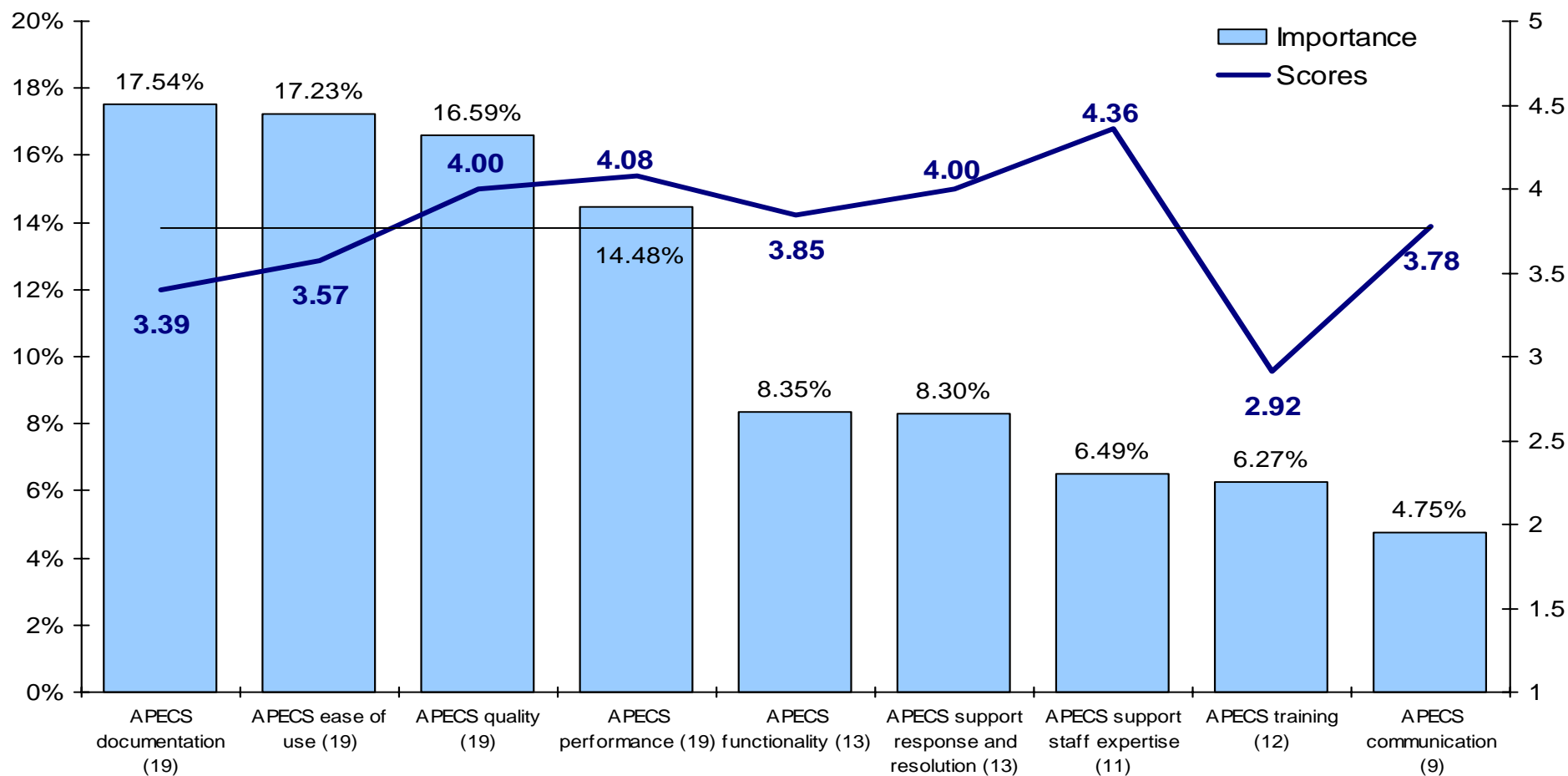
Importance



Appendix: APECS

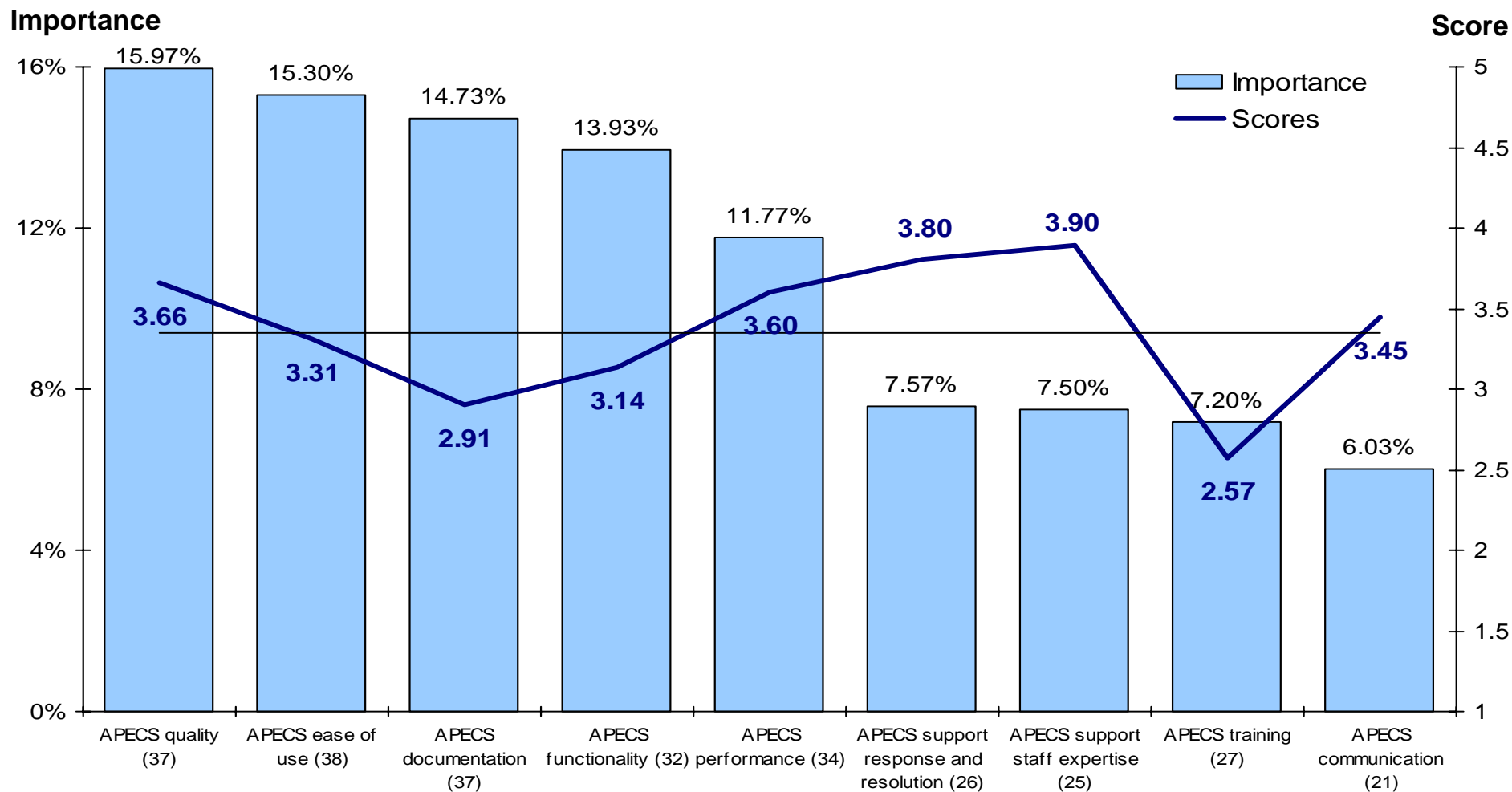
Program Unit: Foster Care (3.76,22)

Importance



Appendix: APECS

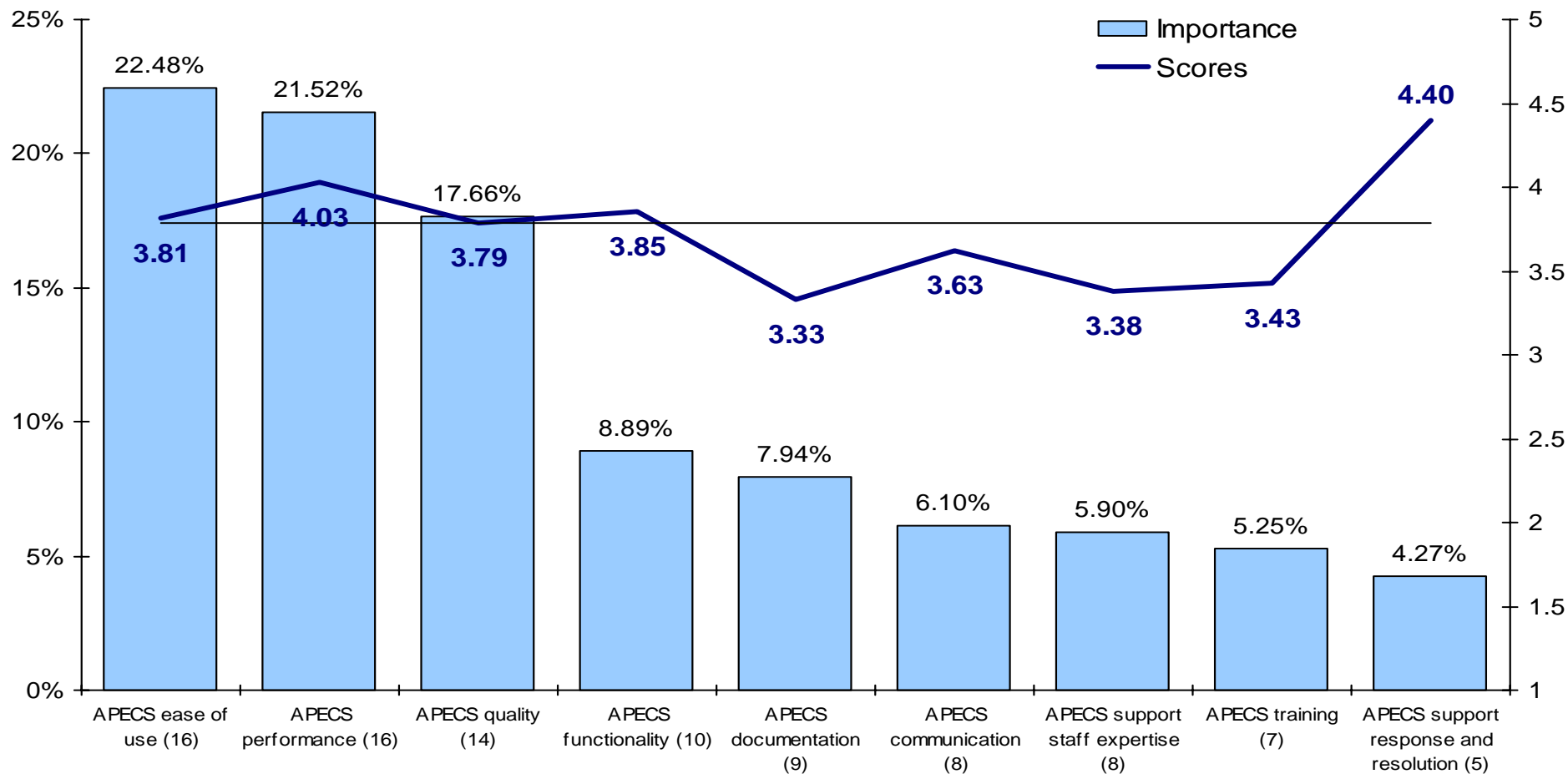
Program Unit: Fraud (3.35,44)



Appendix: APECS

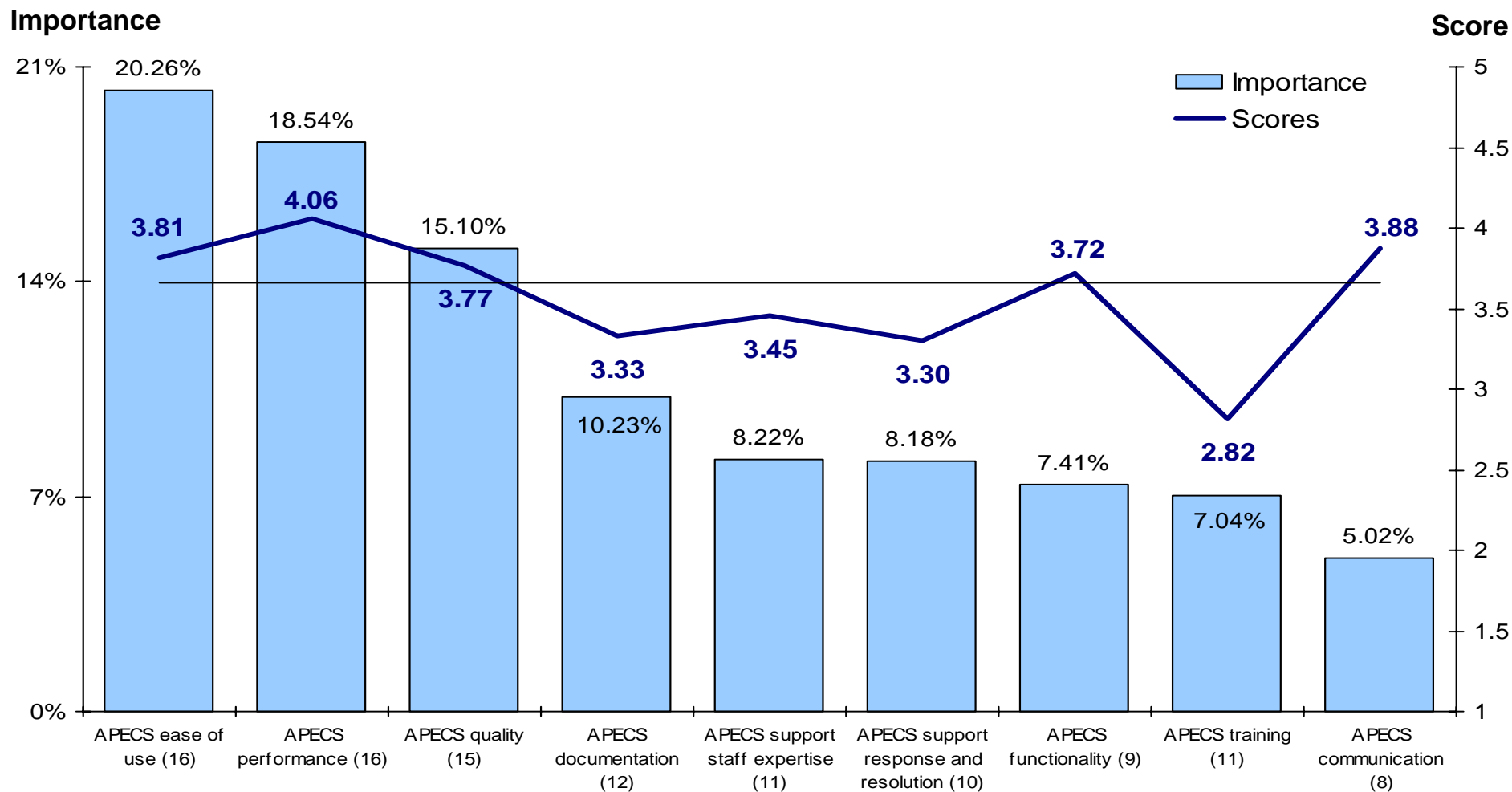
Program Unit: General Services (3.79,17)

Importance



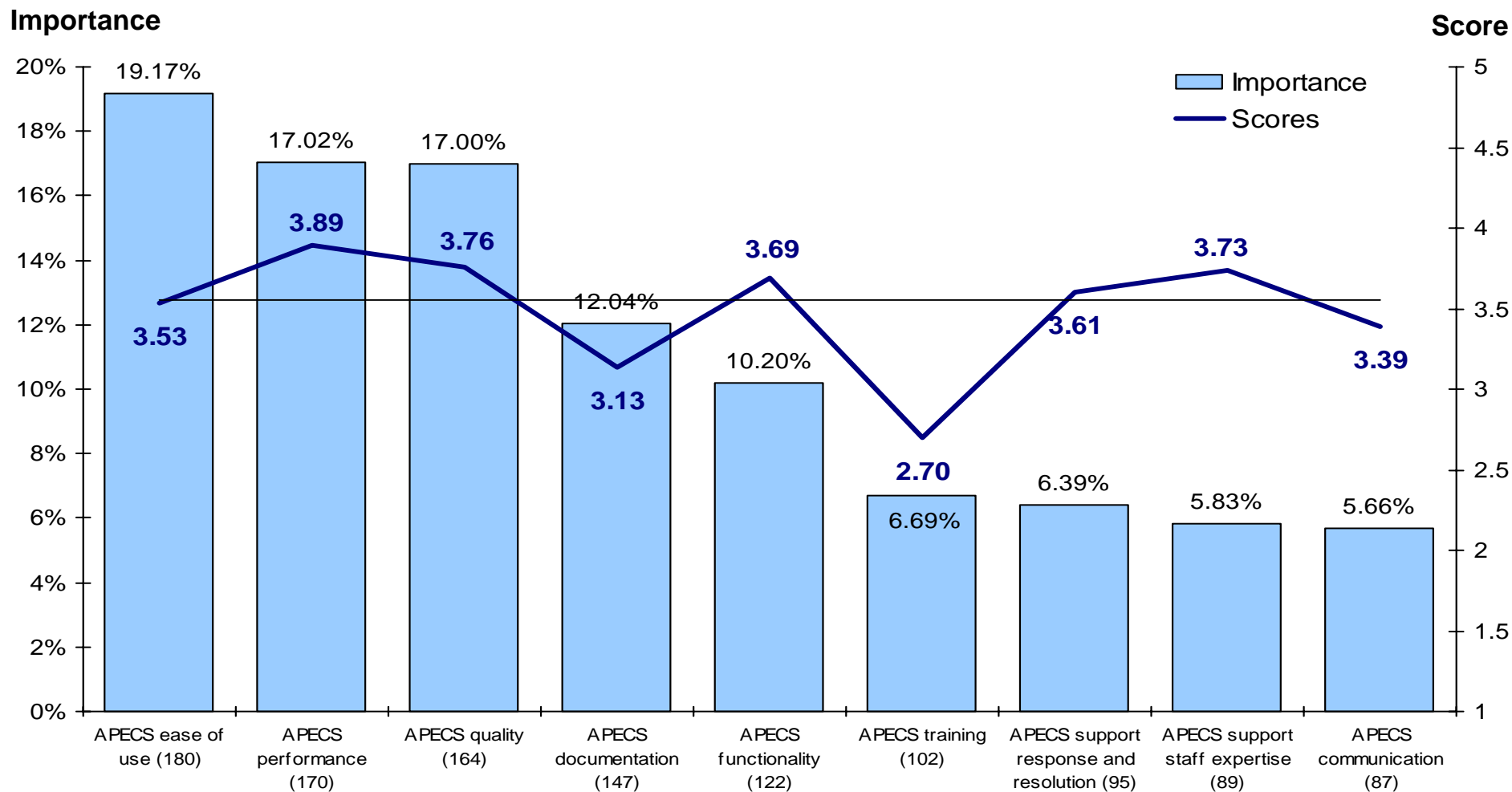
Appendix: APECS

Program Unit: Generic Services (3.66,18)



Appendix: APECS

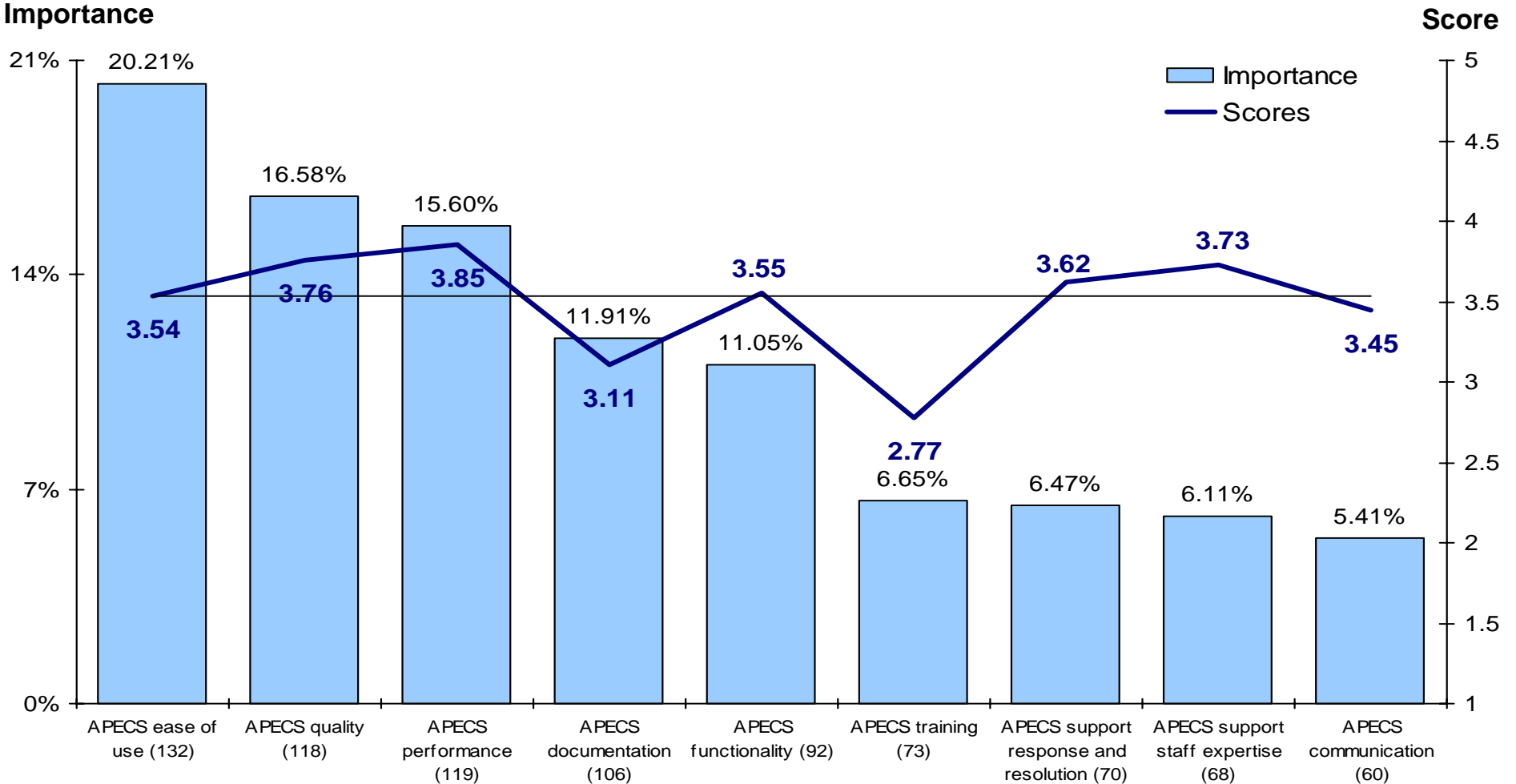
Program Unit: Medicaid (3.55,197)



Appendix: APECS

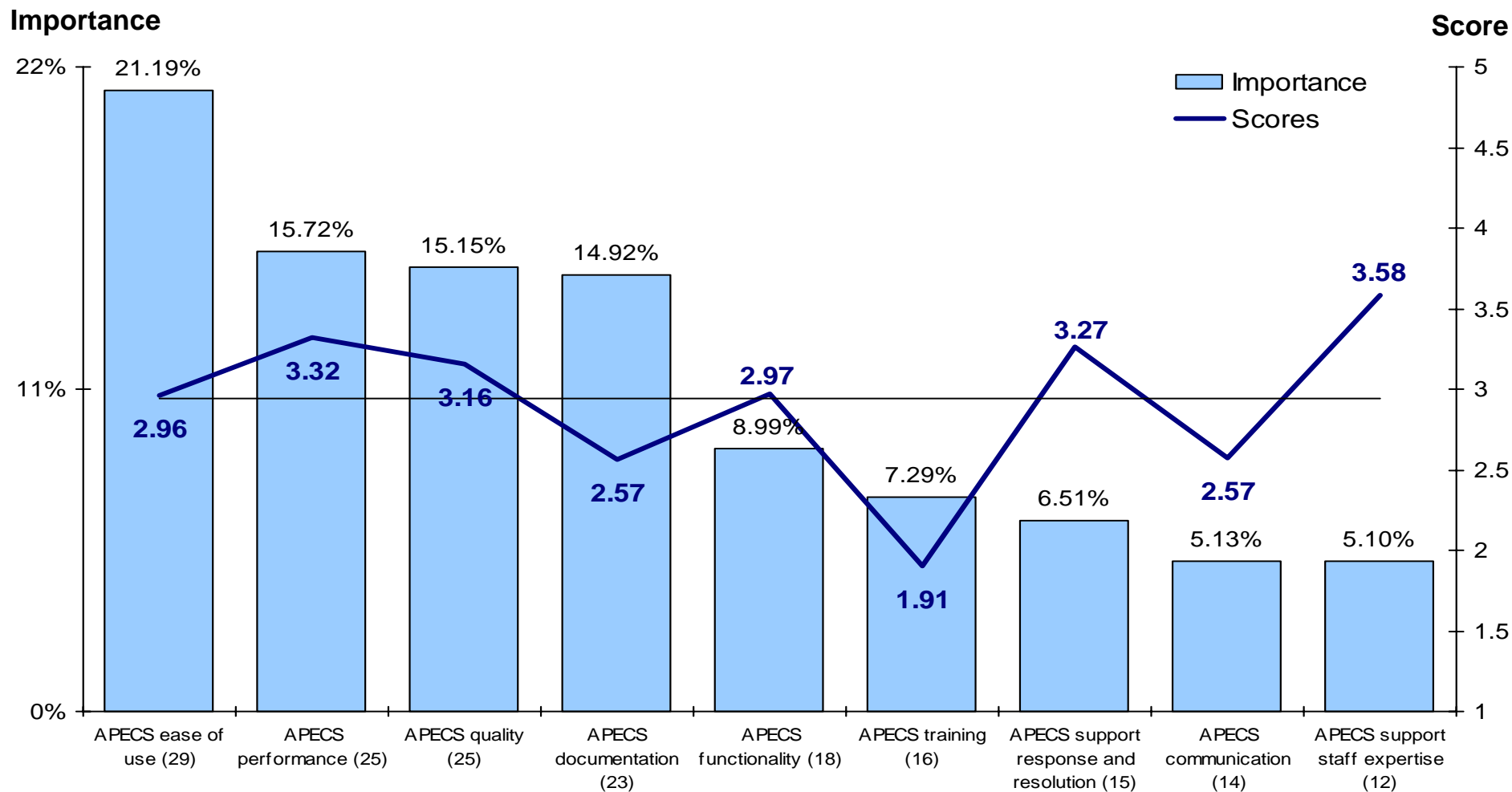
Program Unit: TANF (3.54,143)

Importance



Appendix: APECS

Program Unit: VIEW FSET (2.94,31)





Appendix: OASIS

Detailed breakdown by:

Job Classification

Length working with VSSS

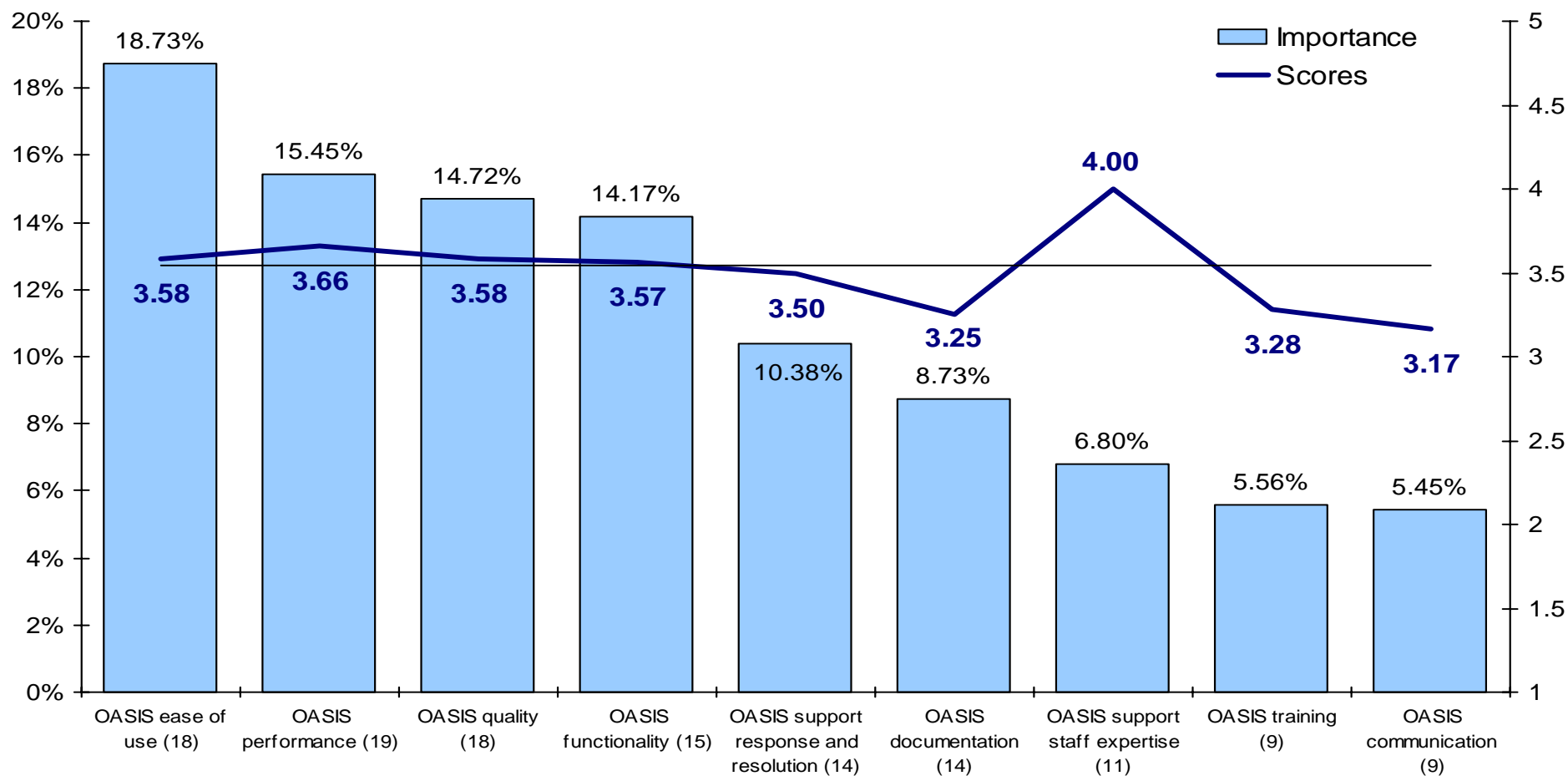
Region

Program Unit

Appendix: OASIS

Job Classification: Administrative/Financial Services Support Worker (3.54,22)

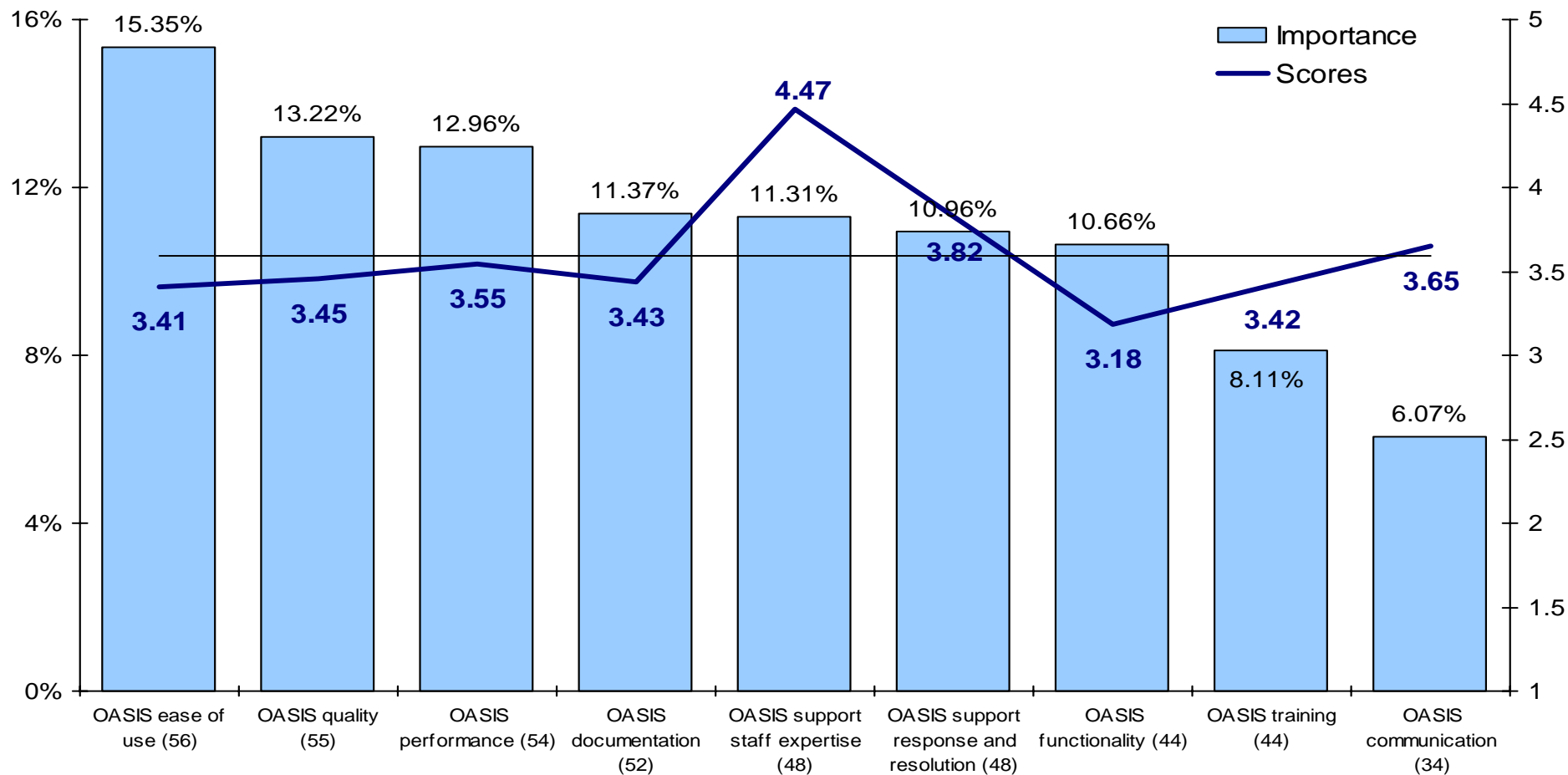
Importance



Appendix: OASIS

Job Classification: Program Supervisor (3.59,57)

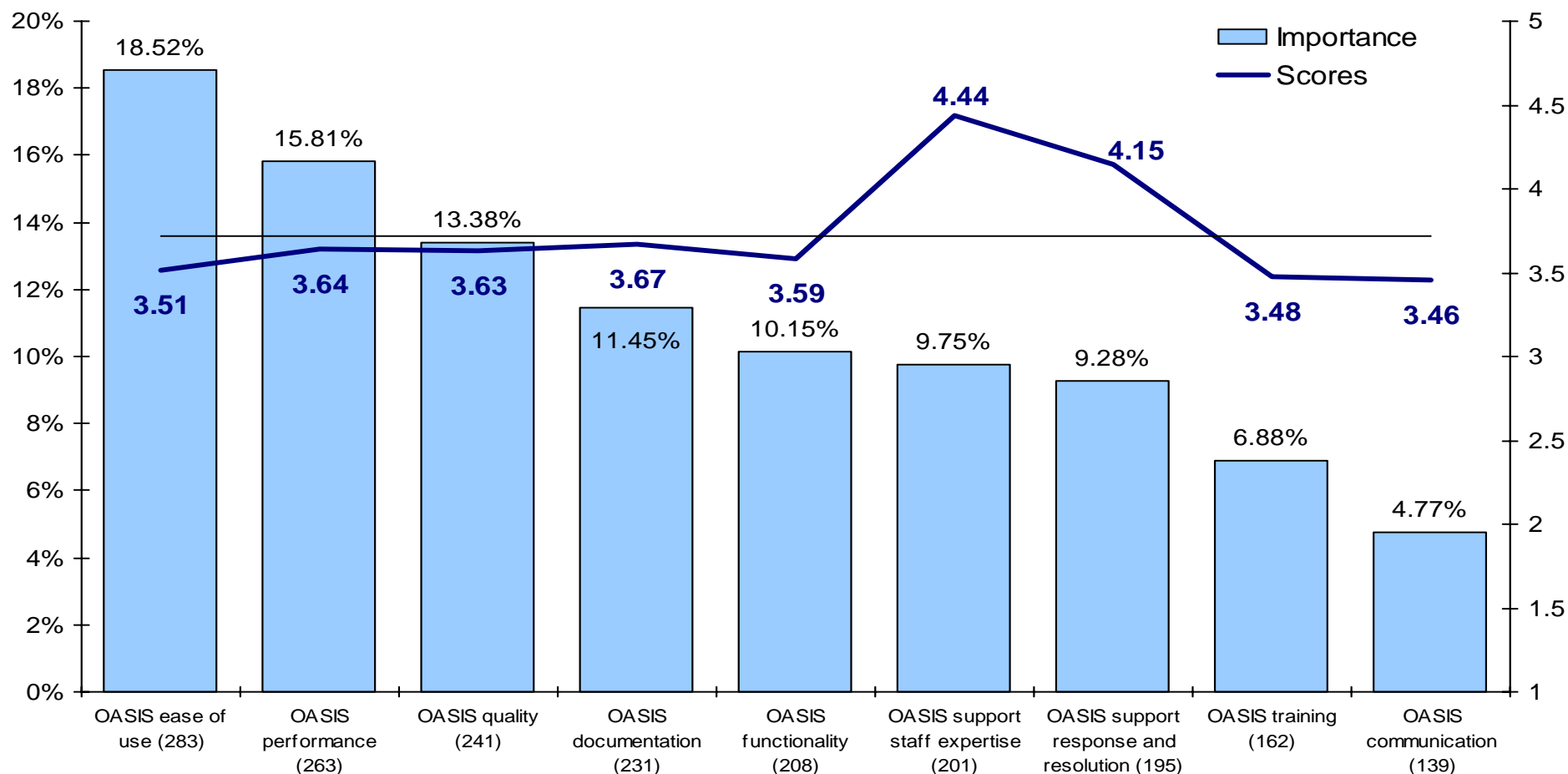
Importance



Appendix: OASIS

Job Classification: Service/Social Worker (3.72,299)

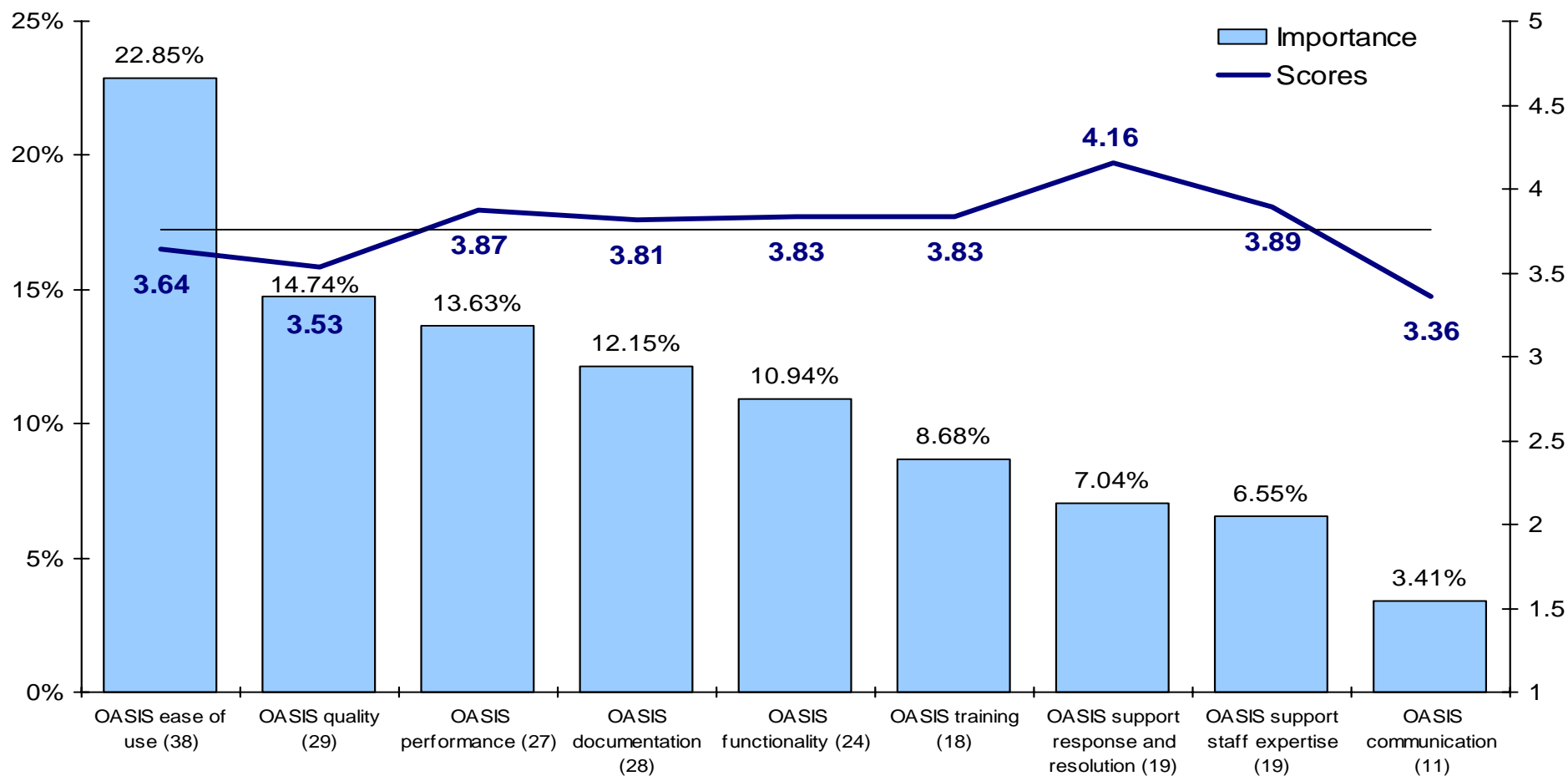
Importance



Appendix: OASIS

Length: Less than 1 year (3.76,40)

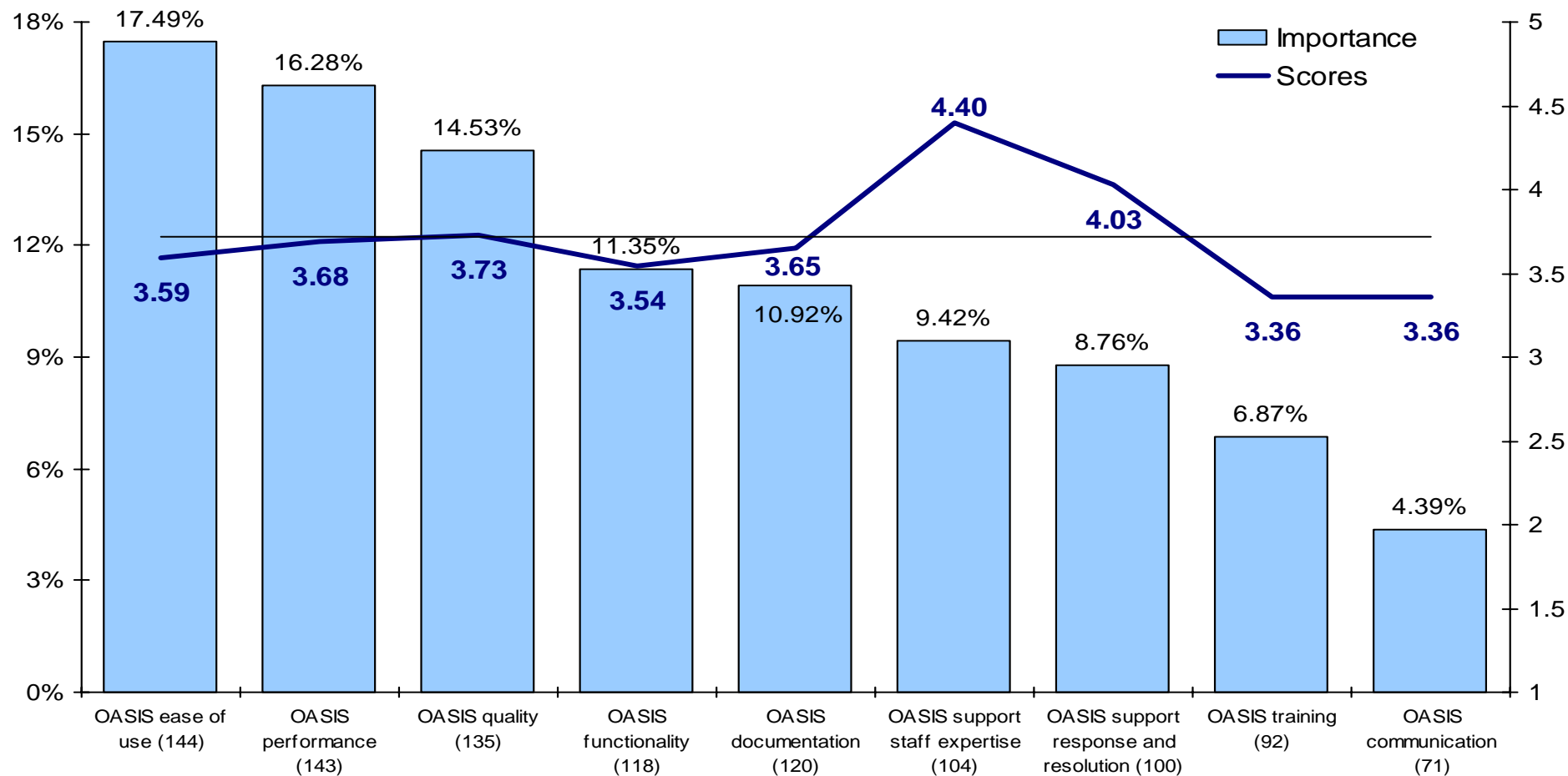
Importance



Appendix: OASIS

Length: 1 to 5 years (3.72,161)

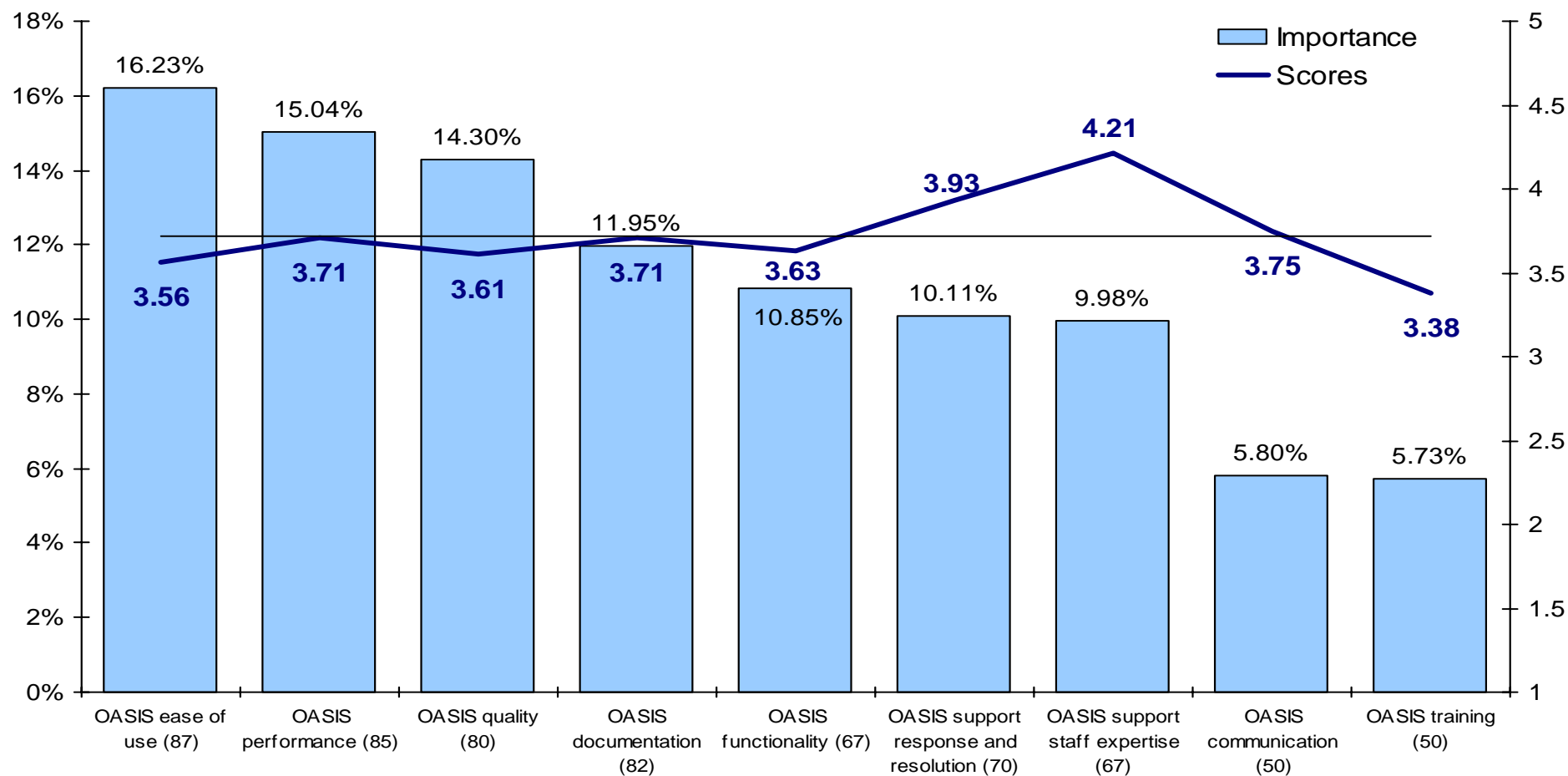
Importance



Appendix: OASIS

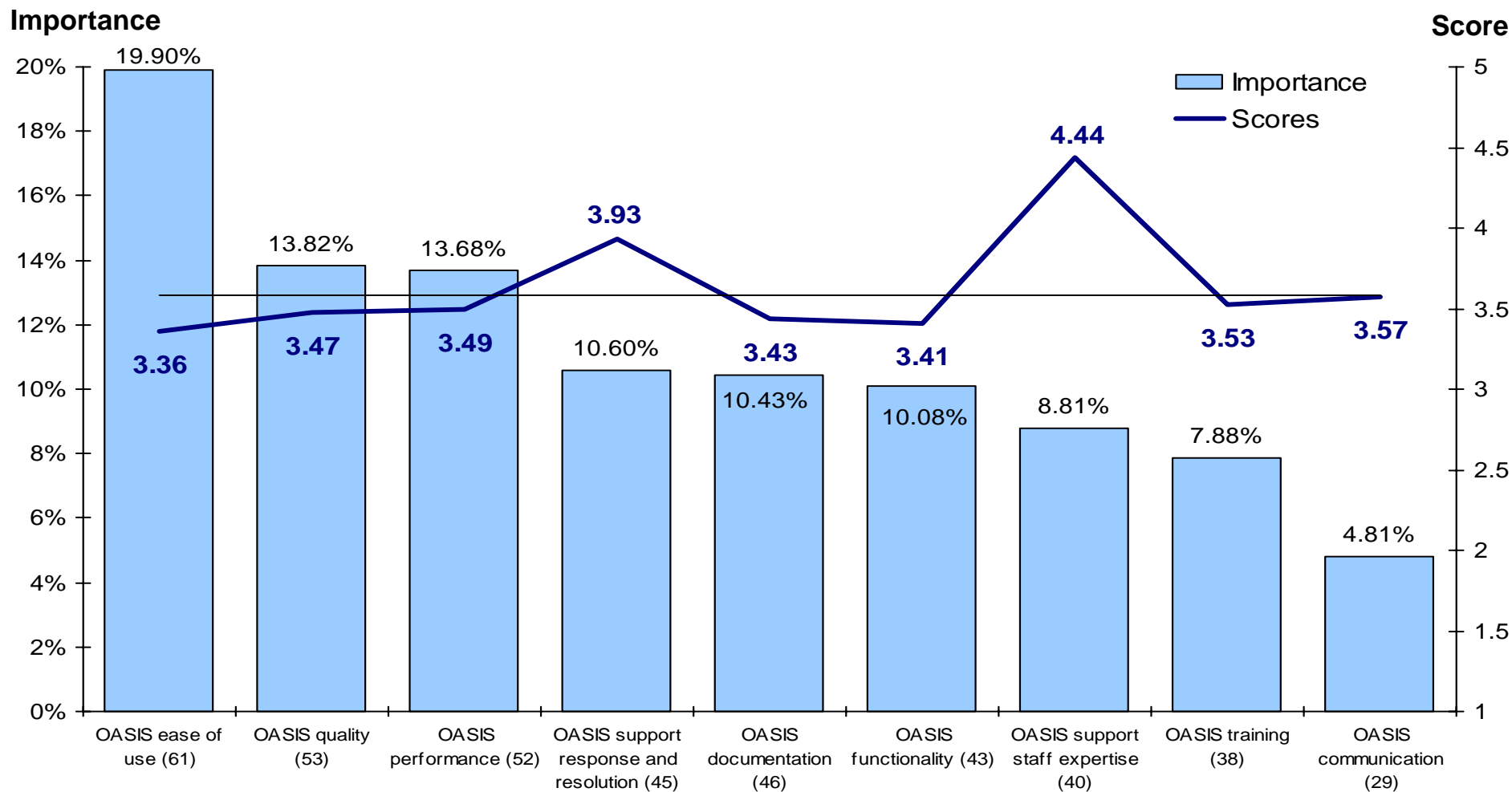
Length: 5 to 10 years (3.72,95)

Importance



Appendix: OASIS

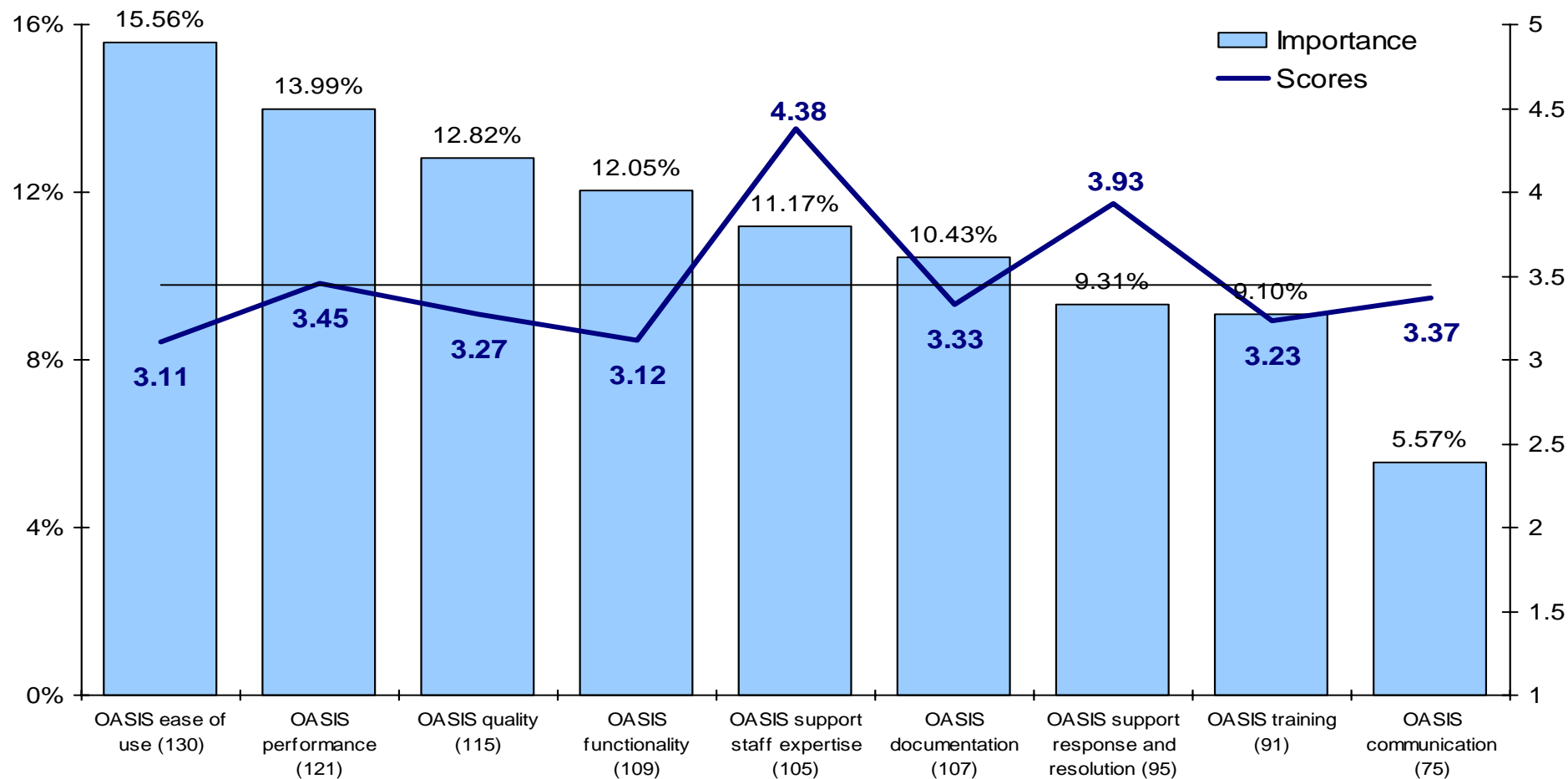
Length: 10 to 15 years (3.58,64)



Appendix: OASIS

Length: More than 15 years (3.45,137)

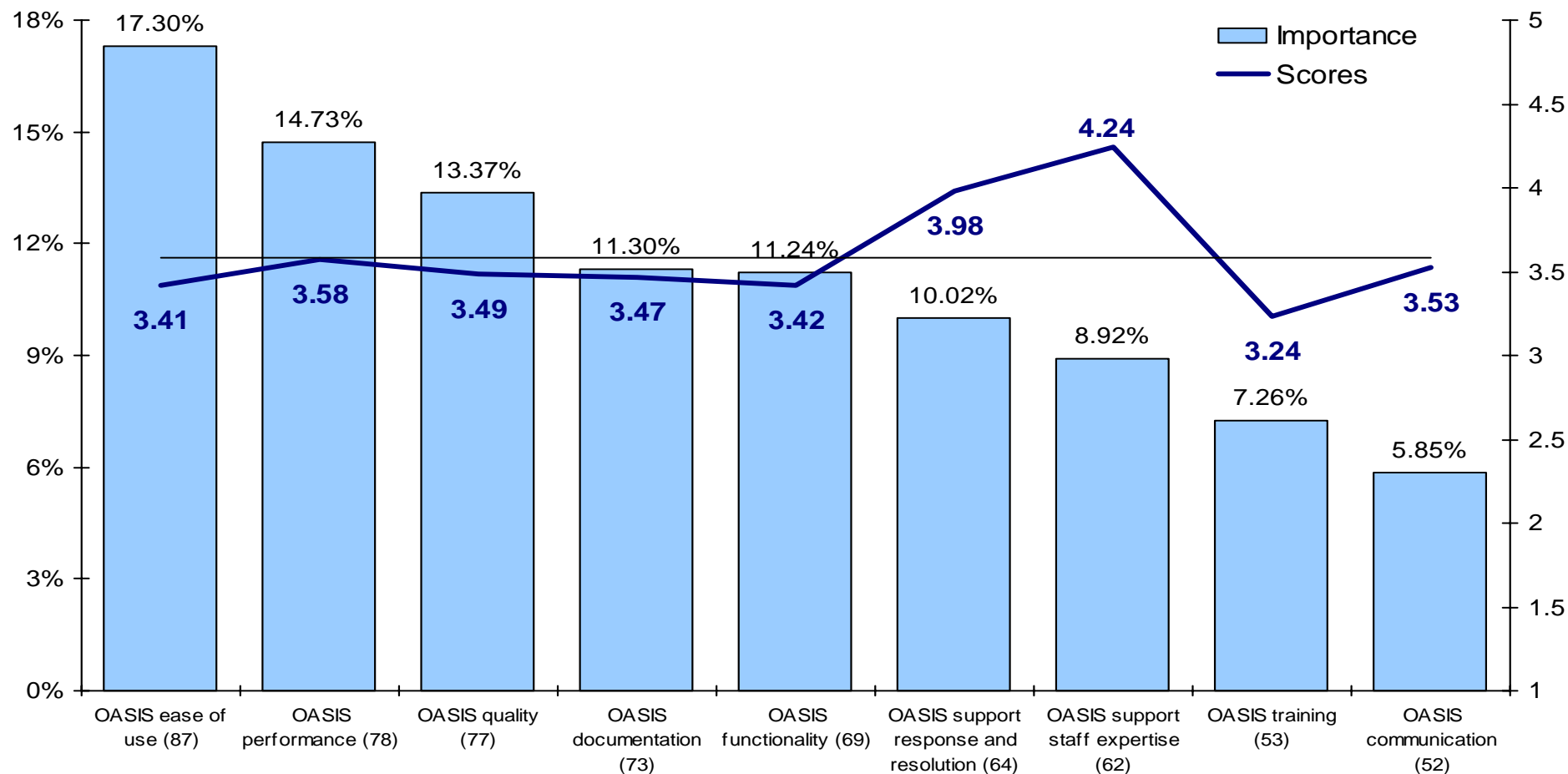
Importance



Appendix: OASIS

Region: Central (3.58,92)

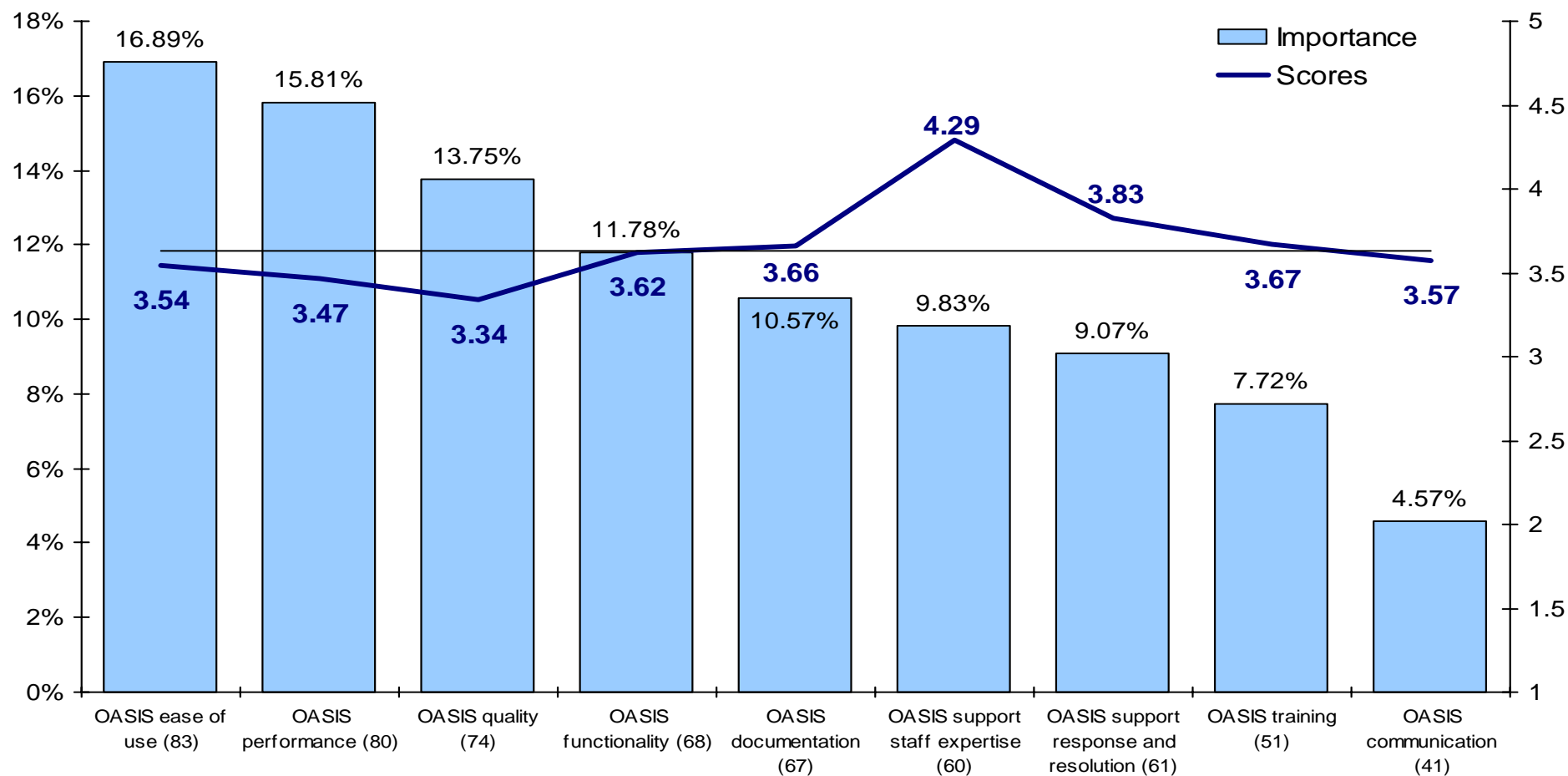
Importance



Appendix: OASIS

Region: Eastern (3.64,93)

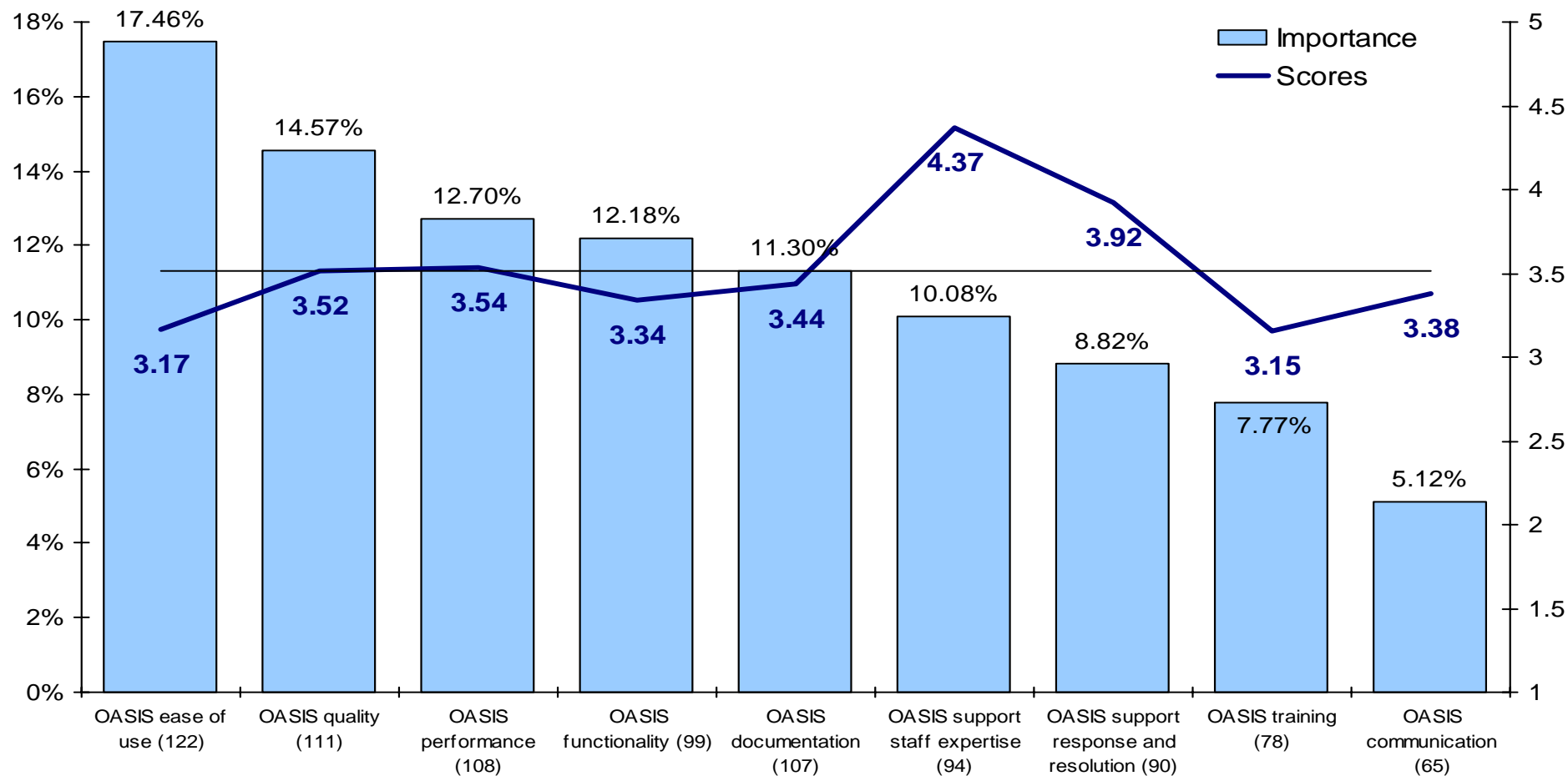
Importance



Appendix: OASIS

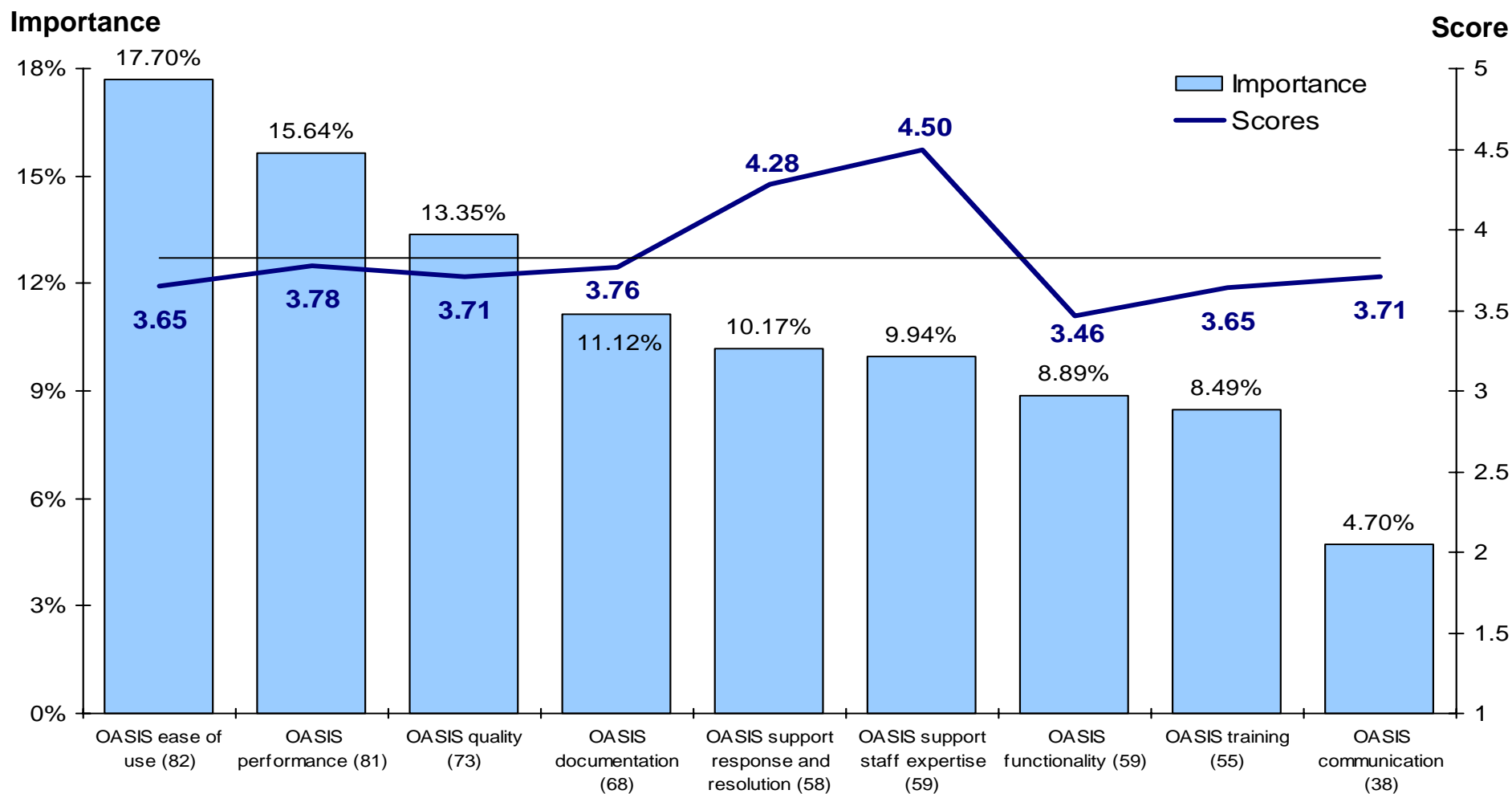
Region: Northern (3.51,134)

Importance



Appendix: OASIS

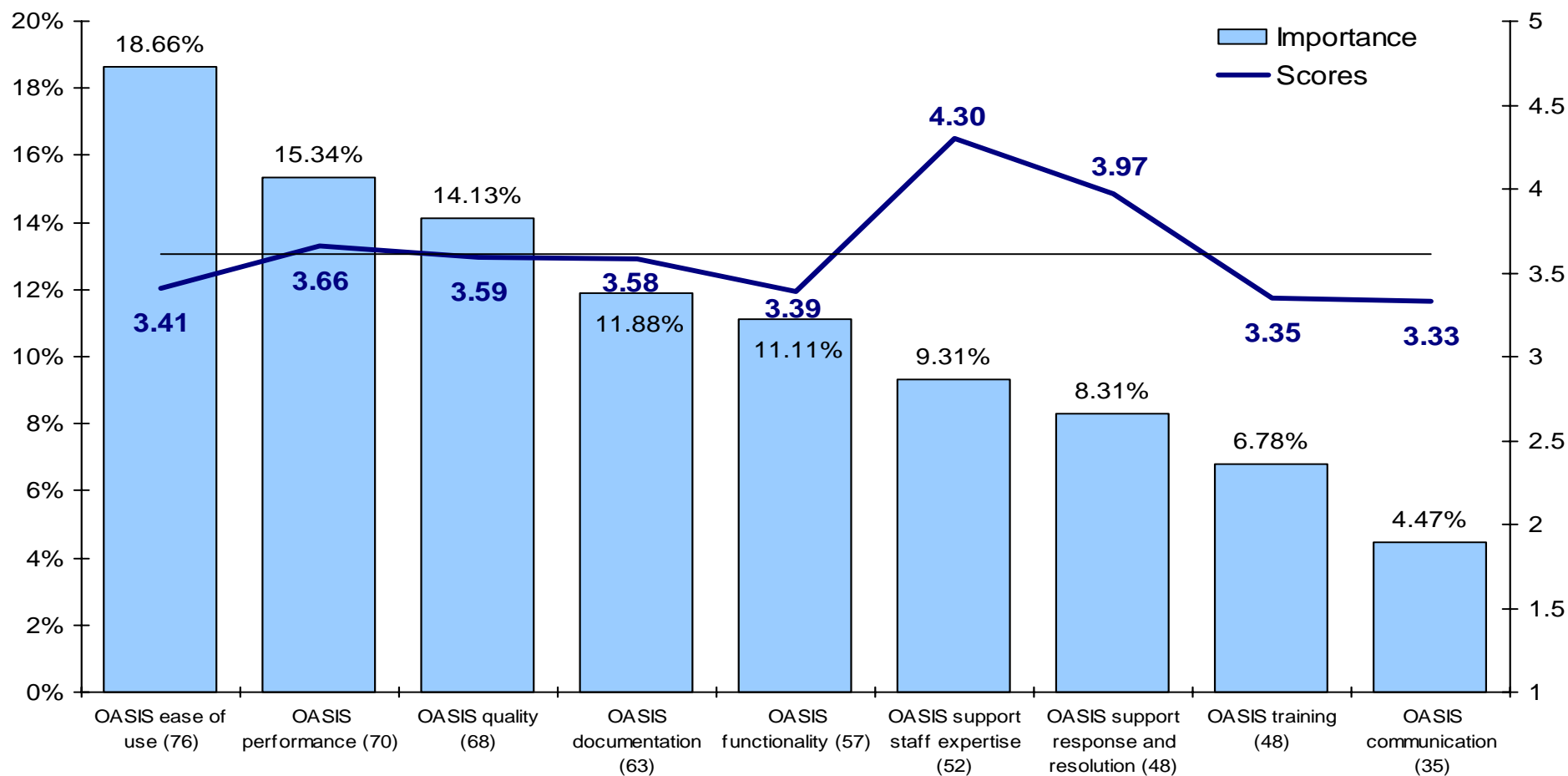
Region: Piedmont (3.83,86)



Appendix: OASIS

Region: Western (3.61,78)

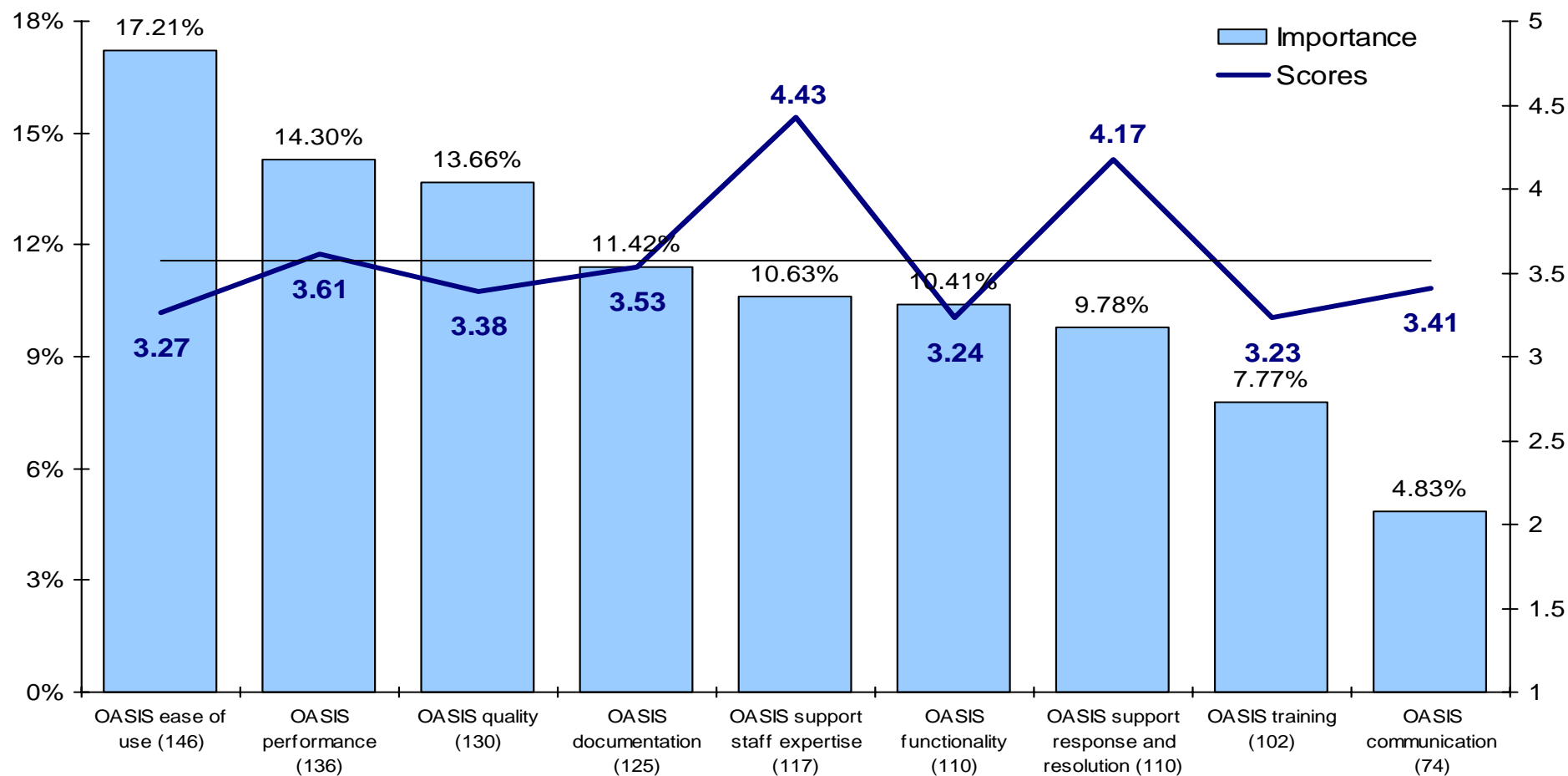
Importance



Appendix: OASIS

Program Unit: Adoptions (3.57,156)

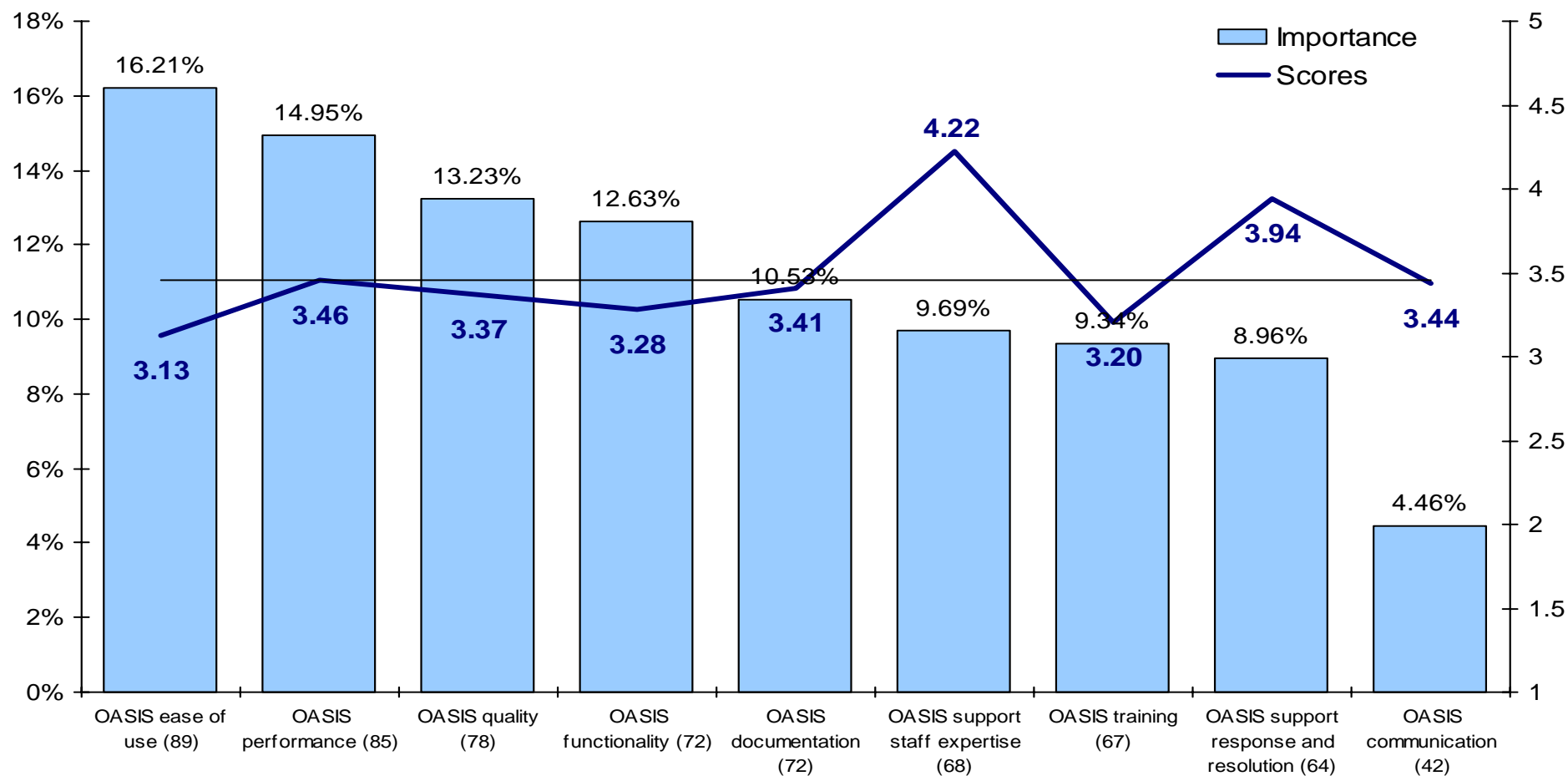
Importance



Appendix: OASIS

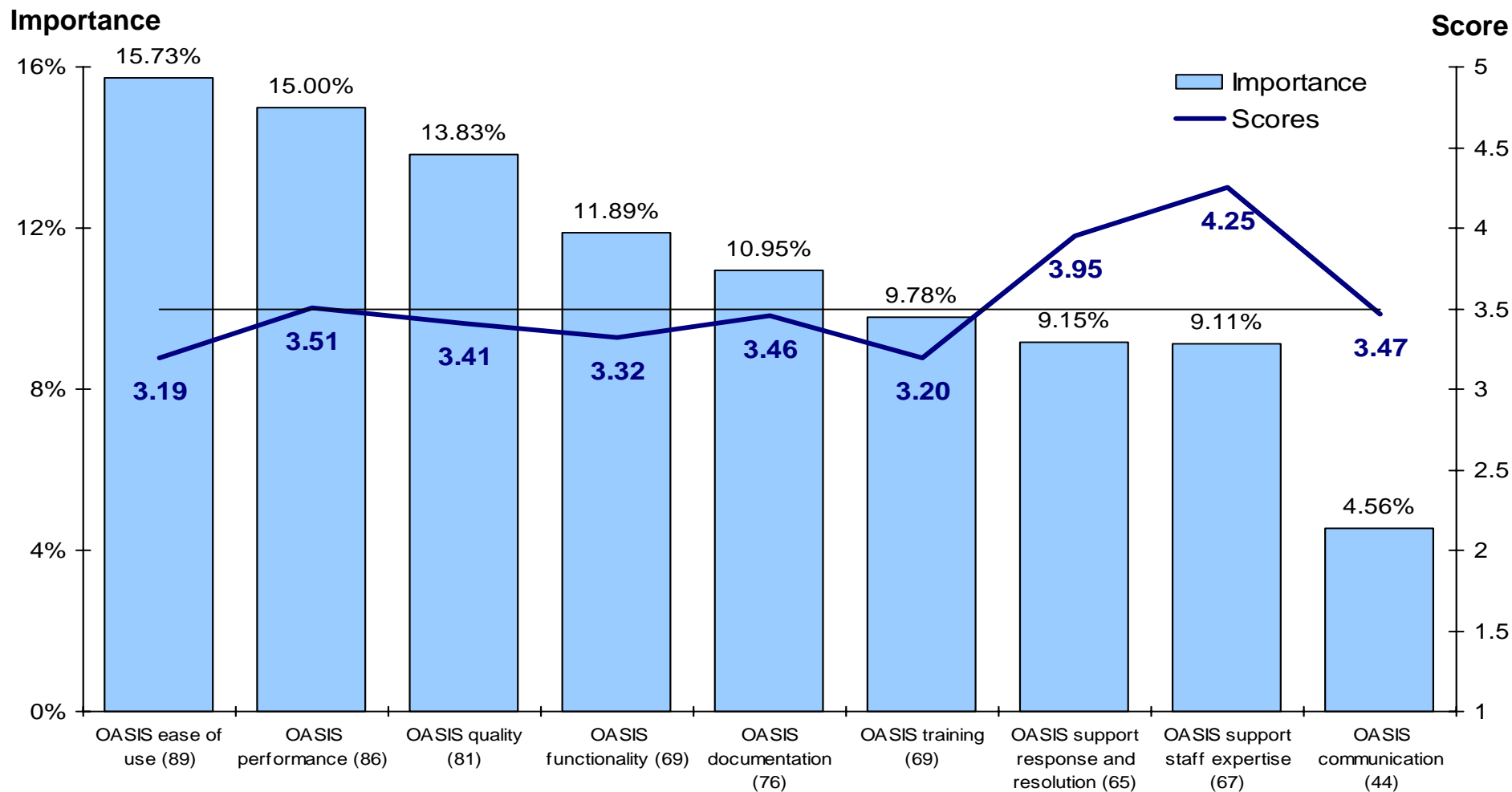
Program Unit: Adult Protective Services (3.46,95)

Importance



Appendix: OASIS

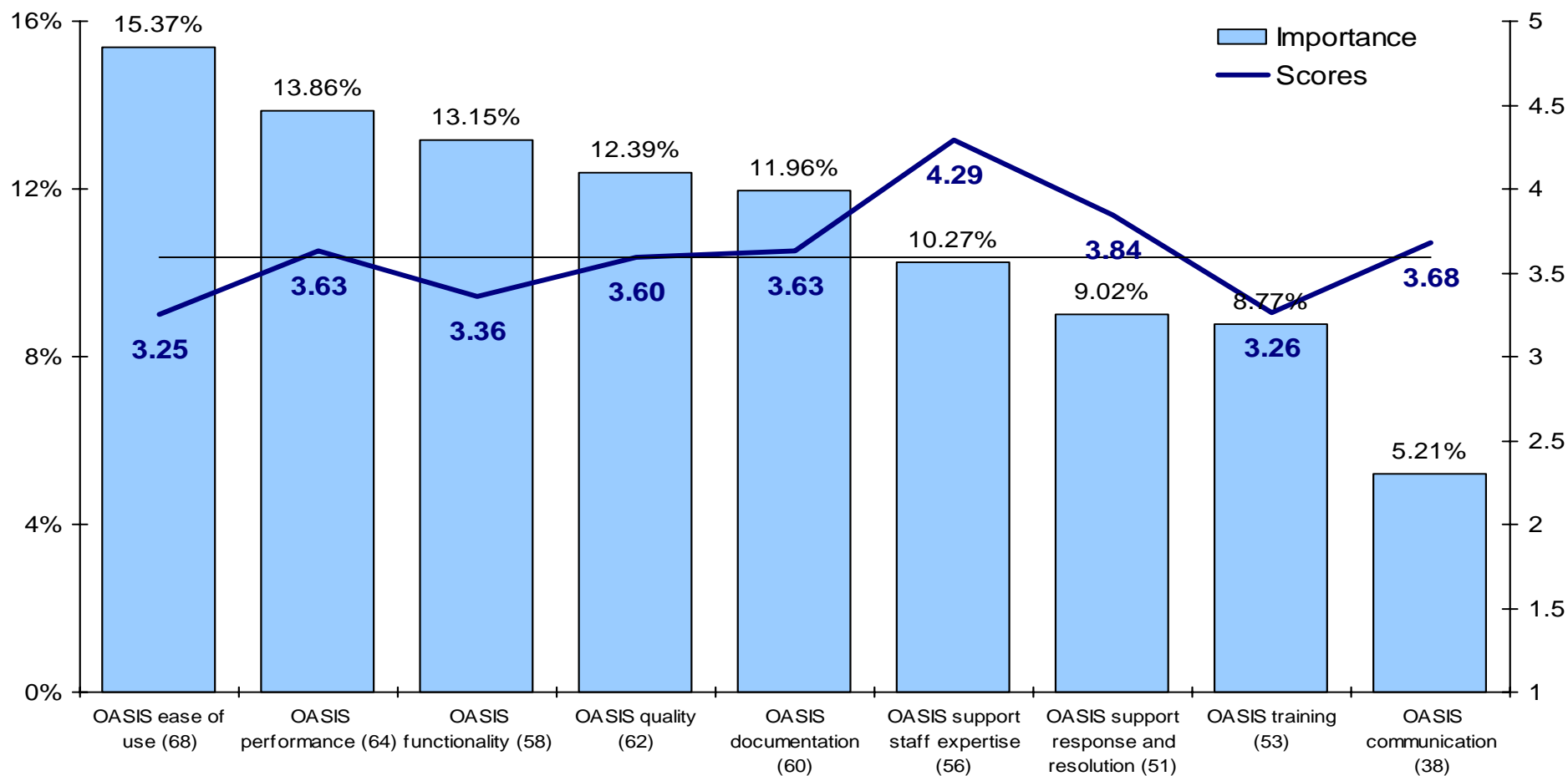
Program Unit: Adult Services (3.49,97)



Appendix: OASIS

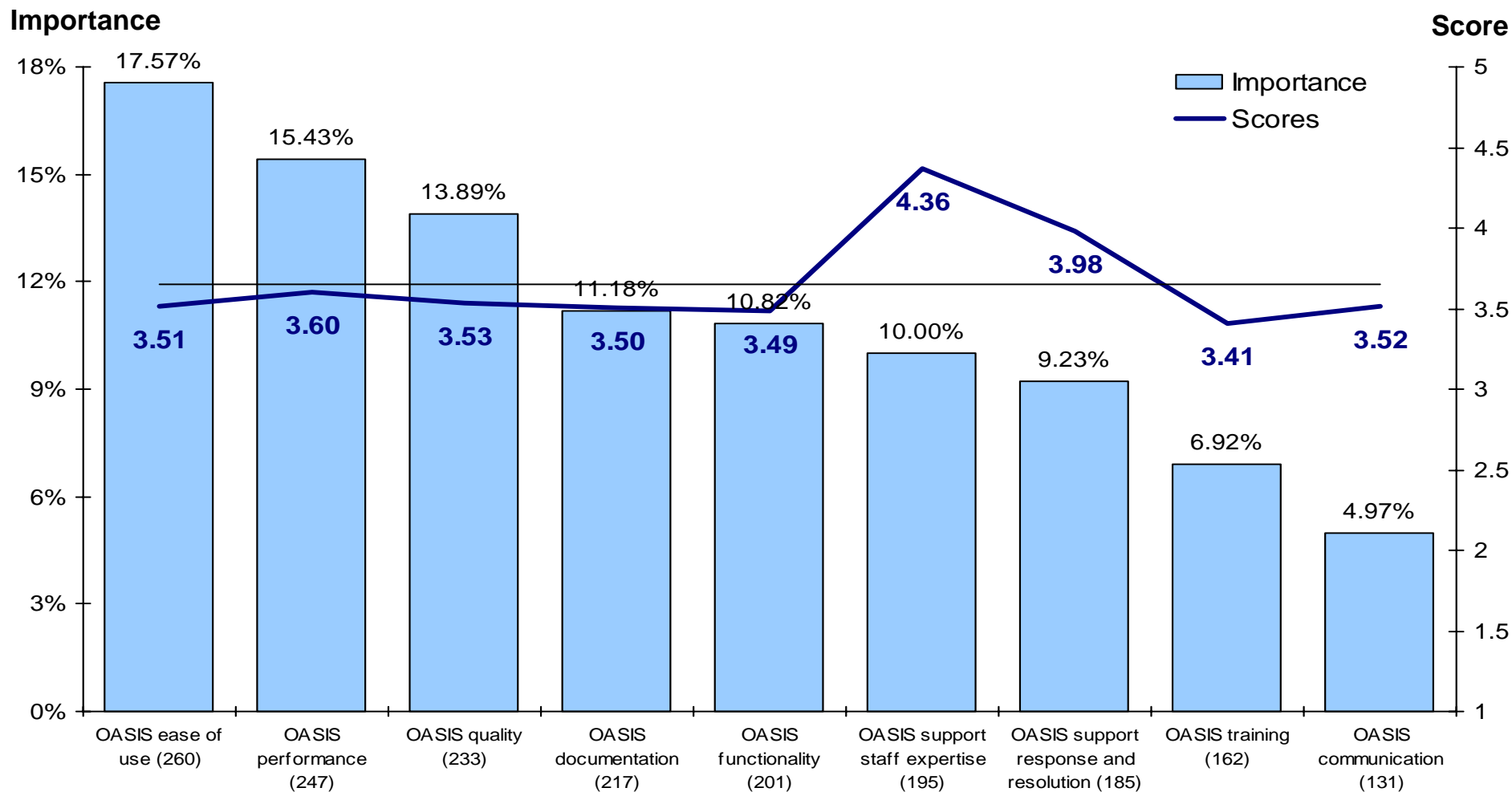
Program Unit: Child Care Program (3.59,73)

Importance



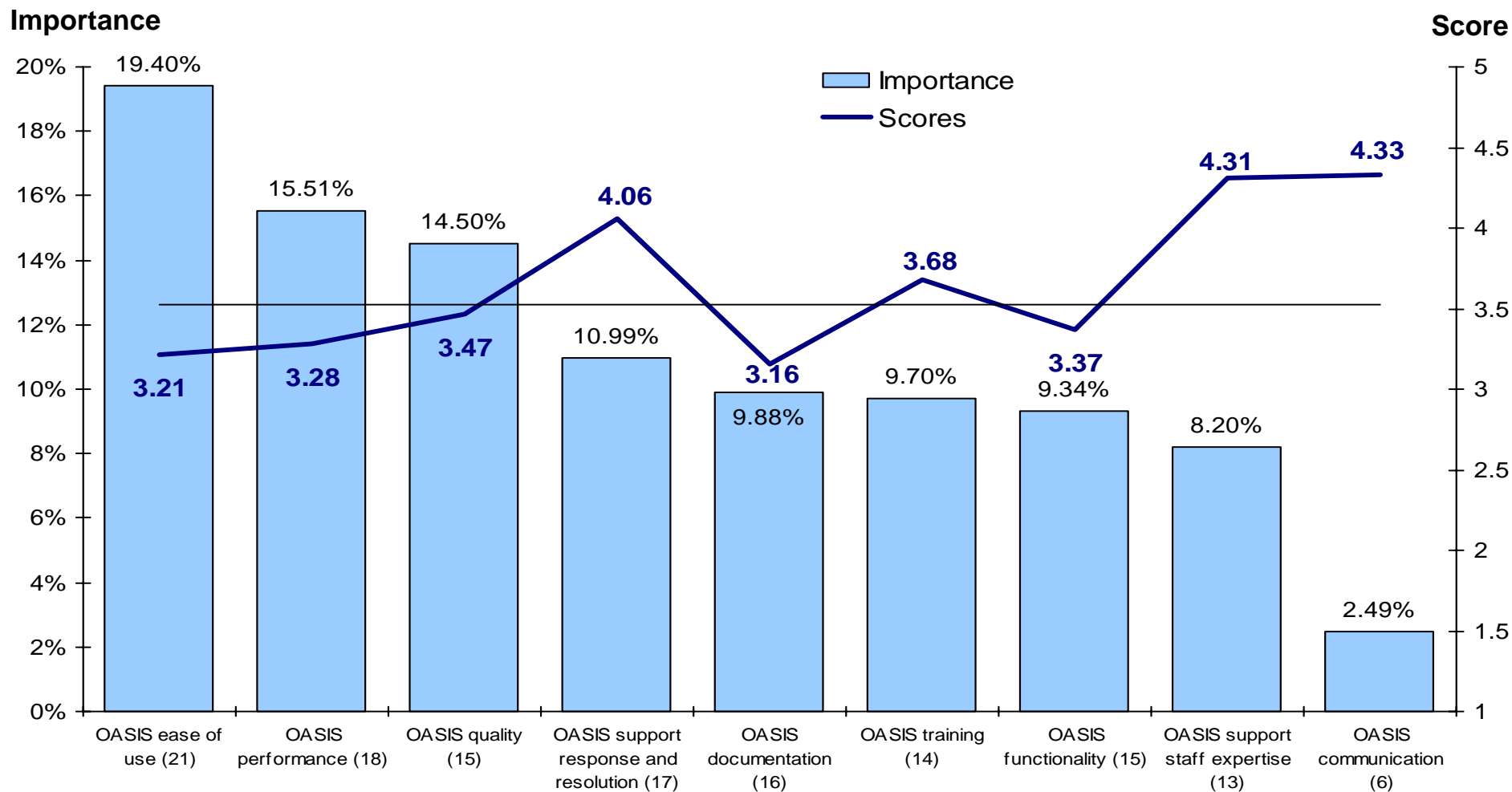
Appendix: OASIS

Program Unit: Child Protective Services (CPS) (3.65,272)



Appendix: OASIS

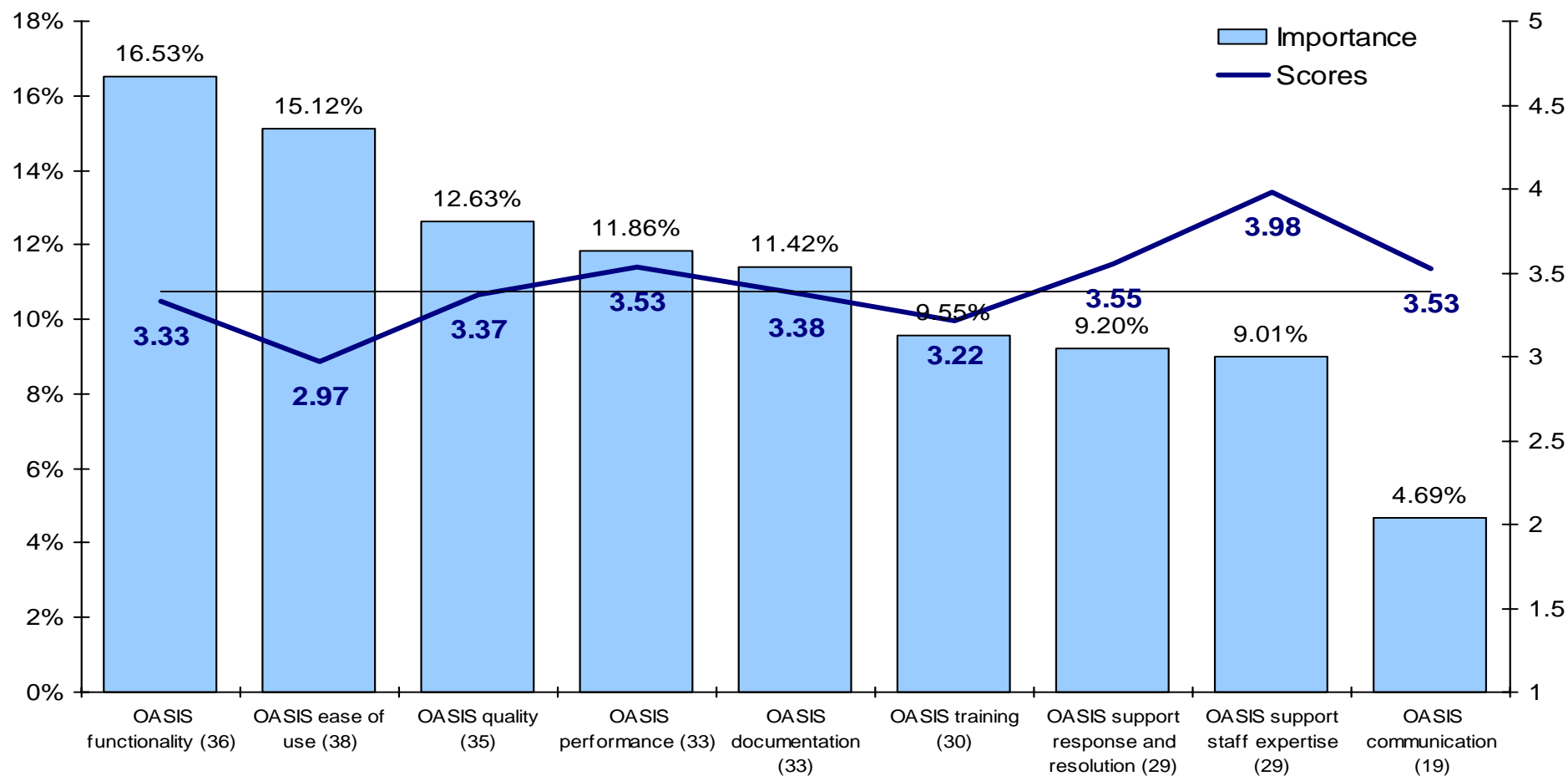
Program Unit: Community Services (3.52,23)



Appendix: OASIS

Program Unit: VIEW FSET (3.39,42)

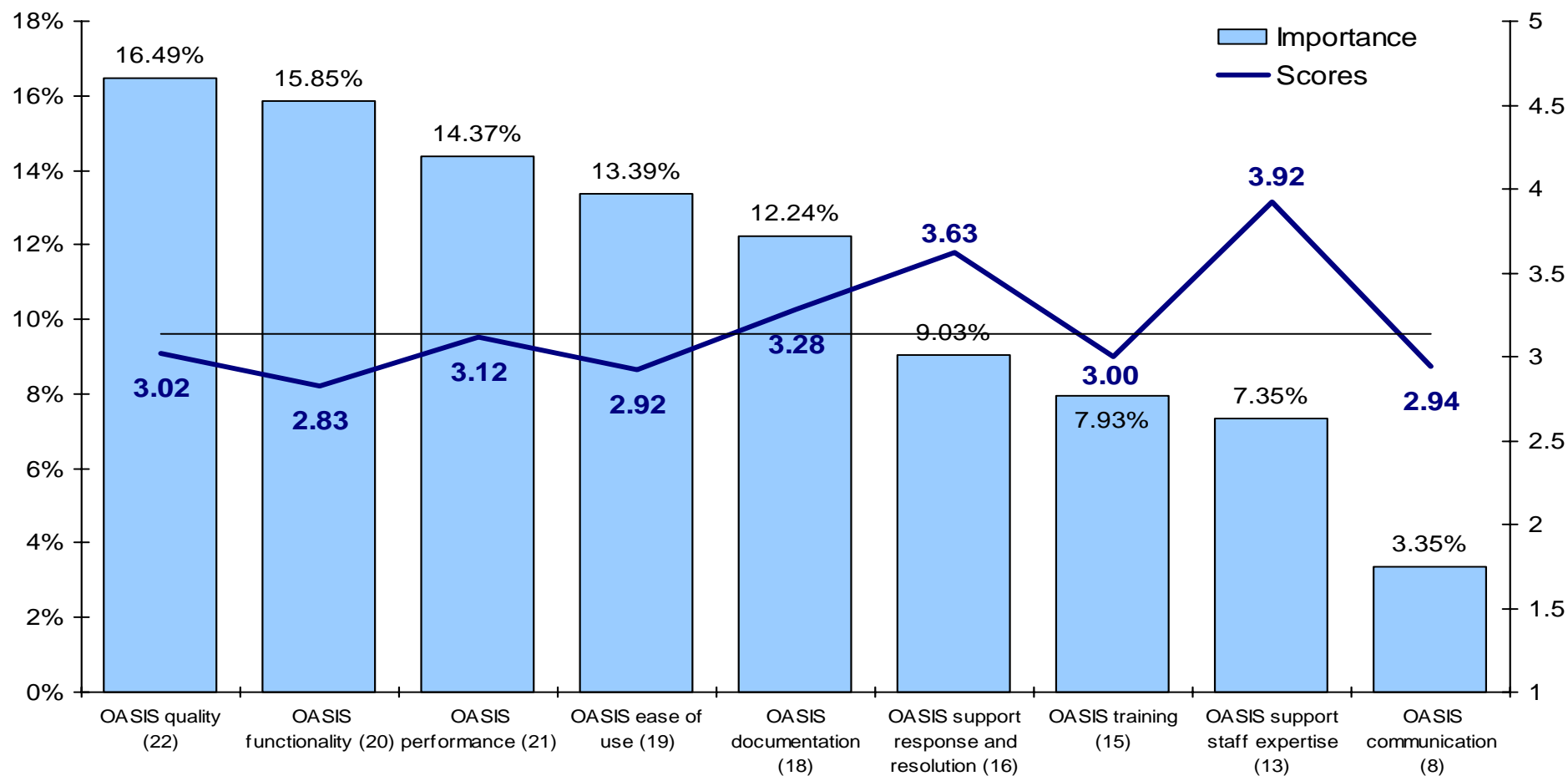
Importance



Appendix: OASIS

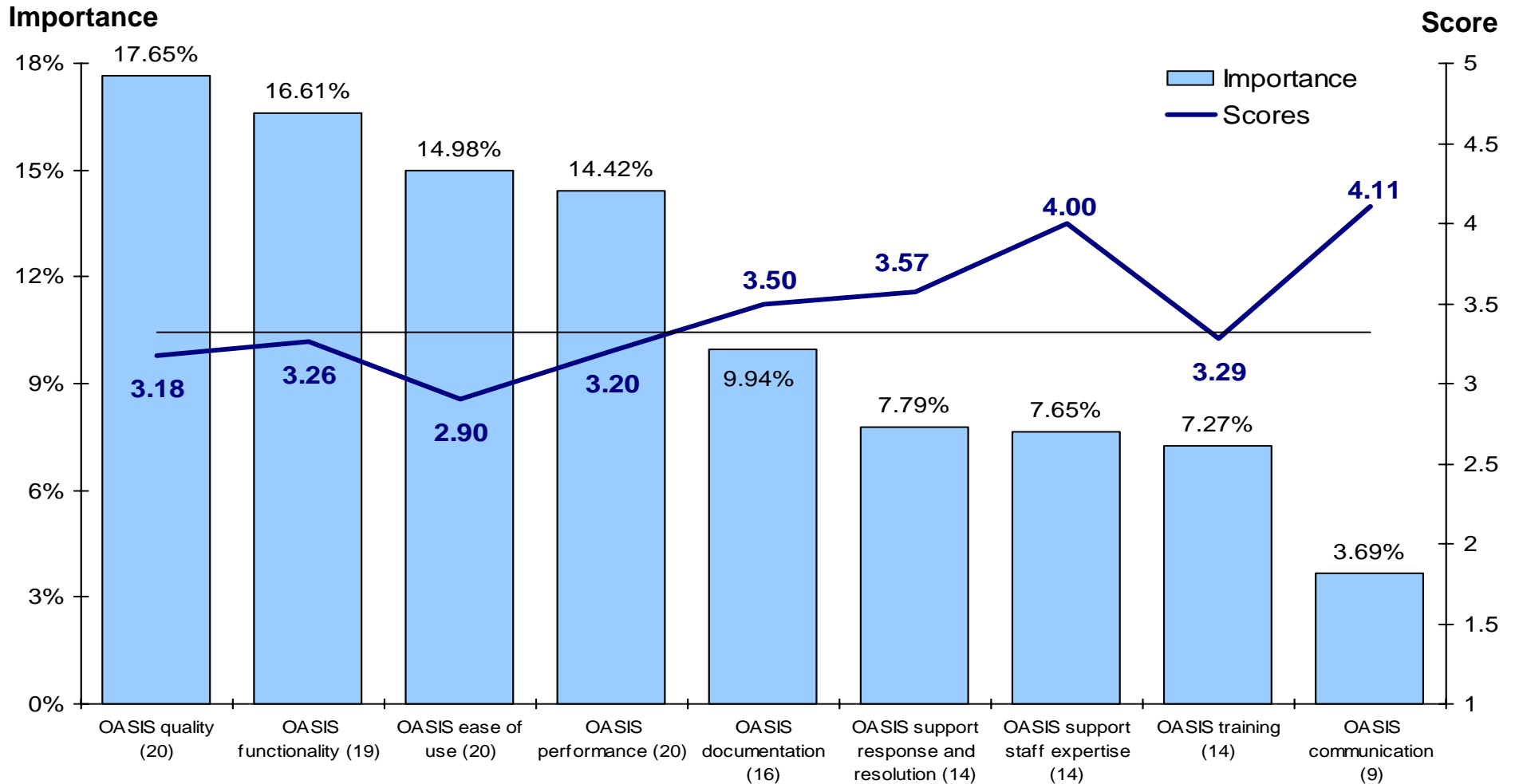
Program Unit: Financial Management (3.14,24)

Importance



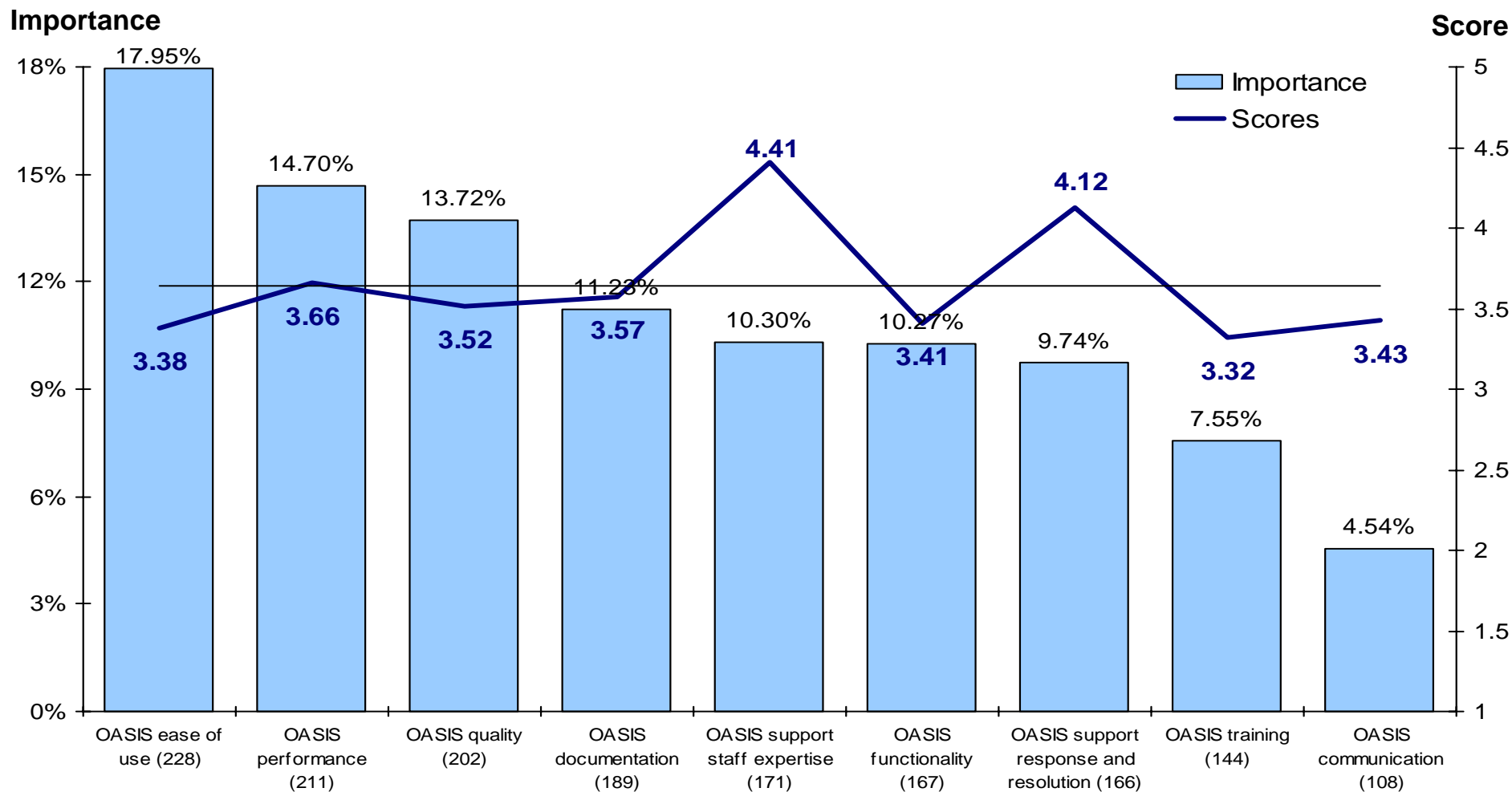
Appendix: OASIS

Program Unit: Food Stamps (3.32,24)



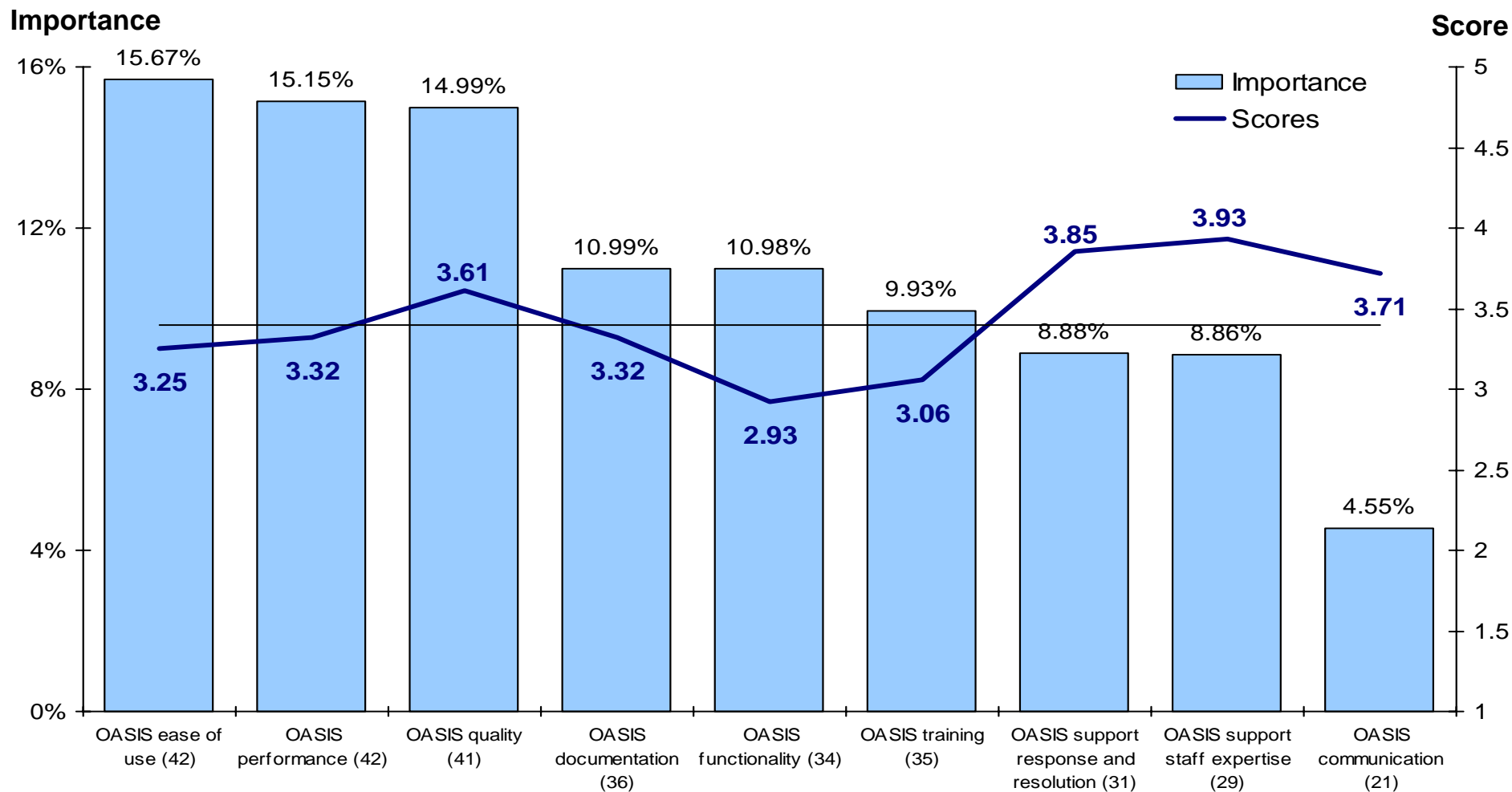
Appendix: OASIS

Program Unit: Foster Care (3,64,241)



Appendix: OASIS

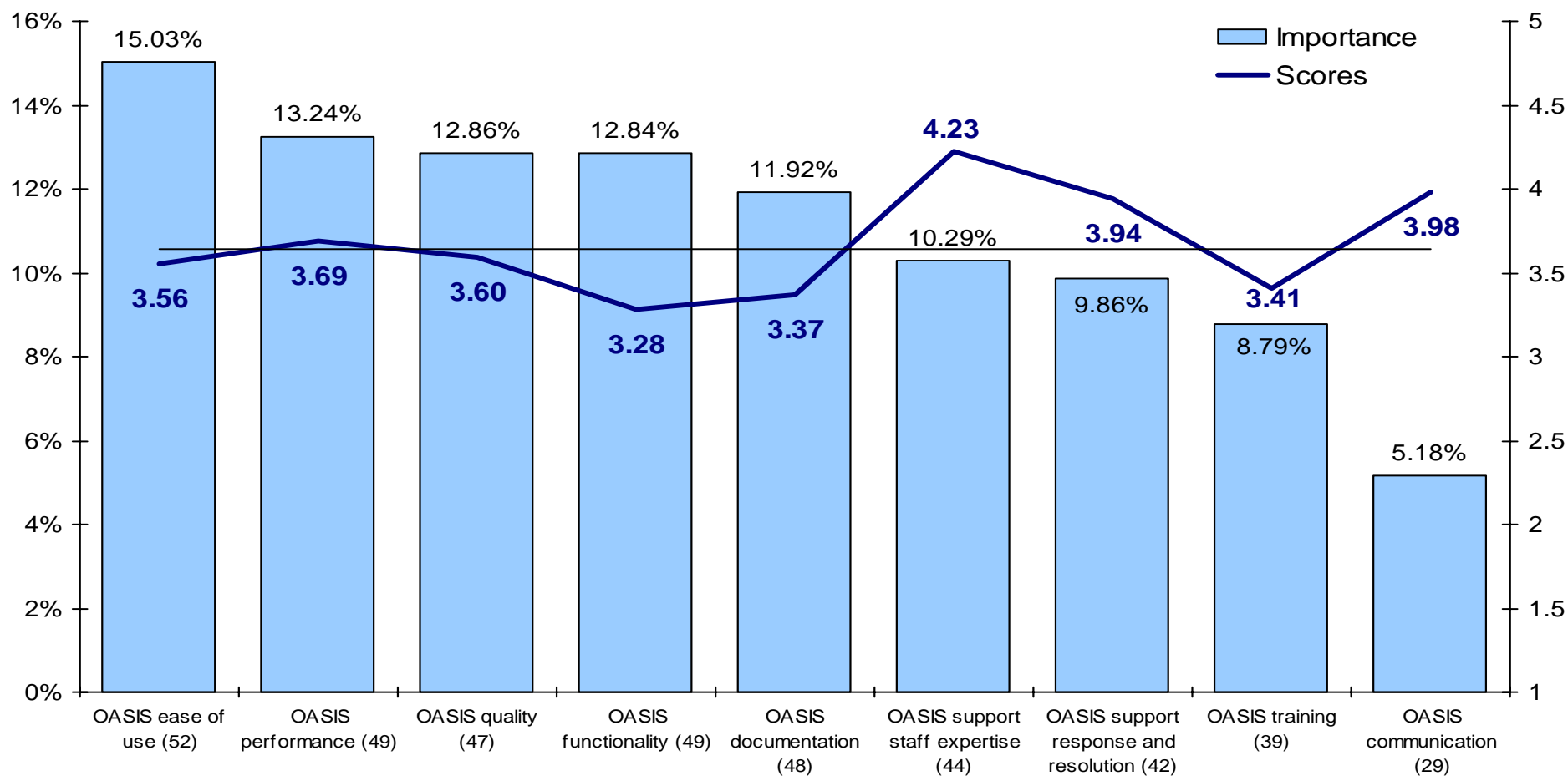
Program Unit: General Services (3.4,48)



Appendix: OASIS

Program Unit: Generic Services (3.64,57)

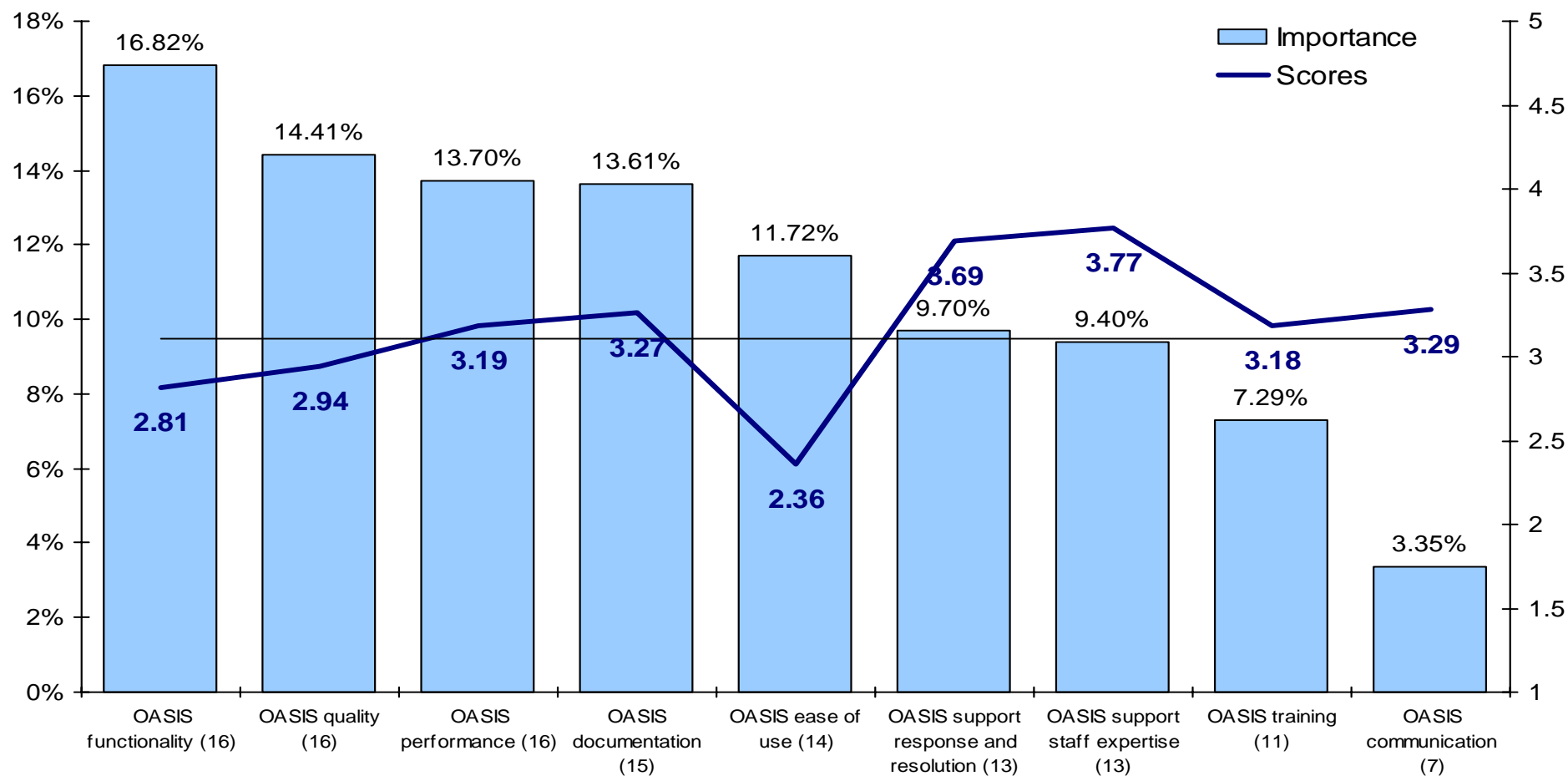
Importance



Appendix: OASIS

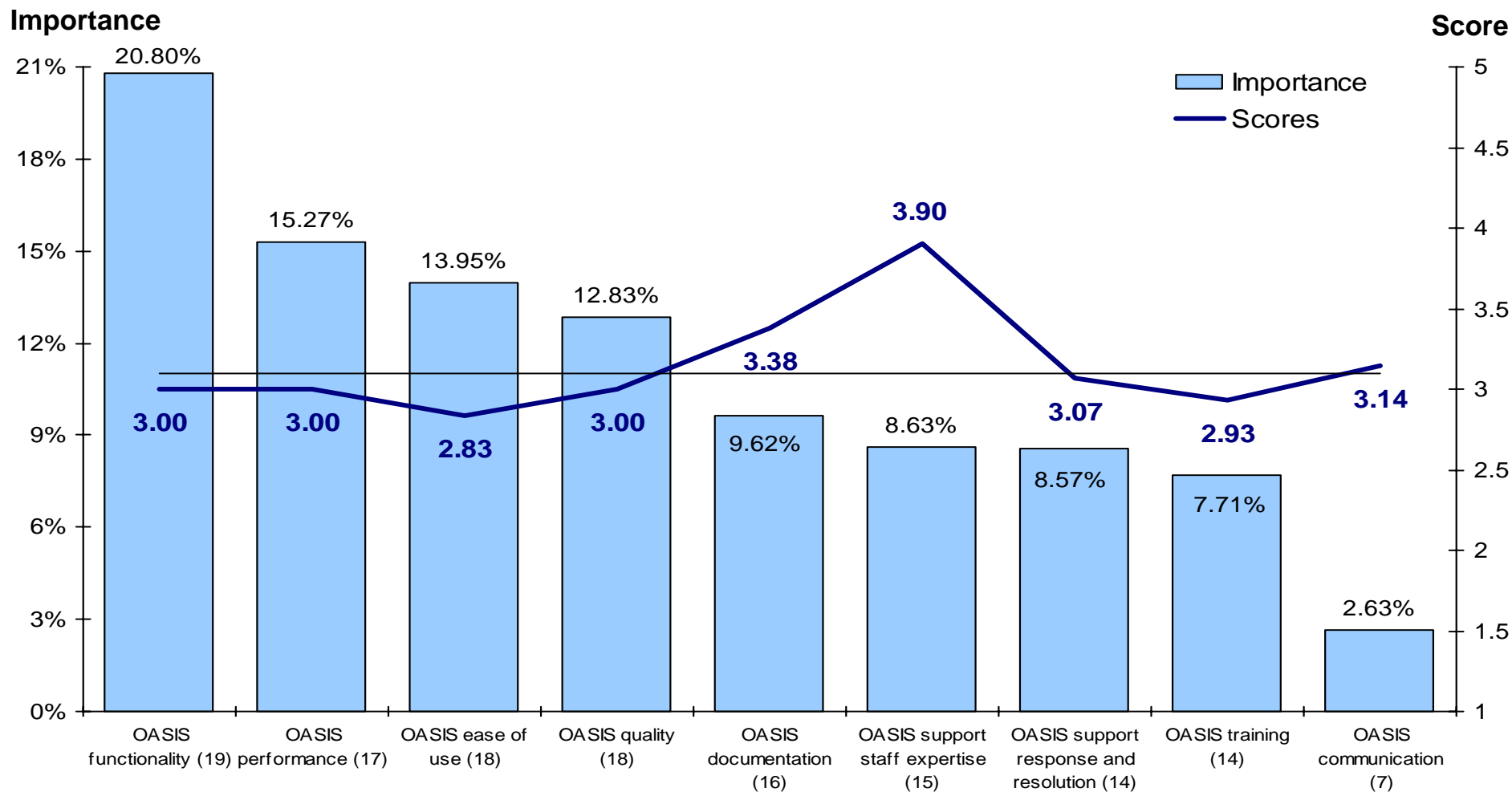
Program Unit: Human Resource Management (3.11,18)

Importance



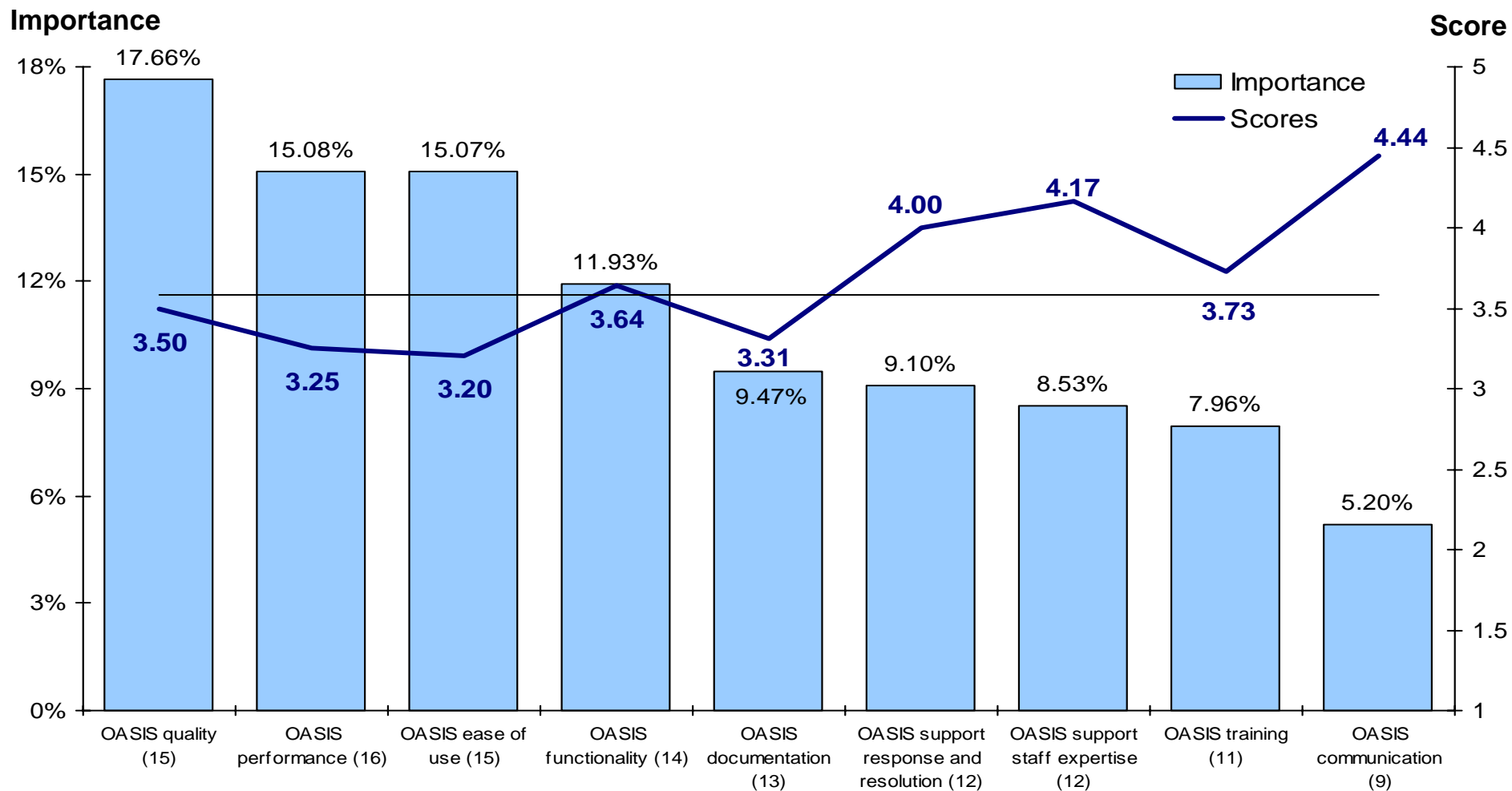
Appendix: OASIS

Program Unit: Information Systems (3.09,24)



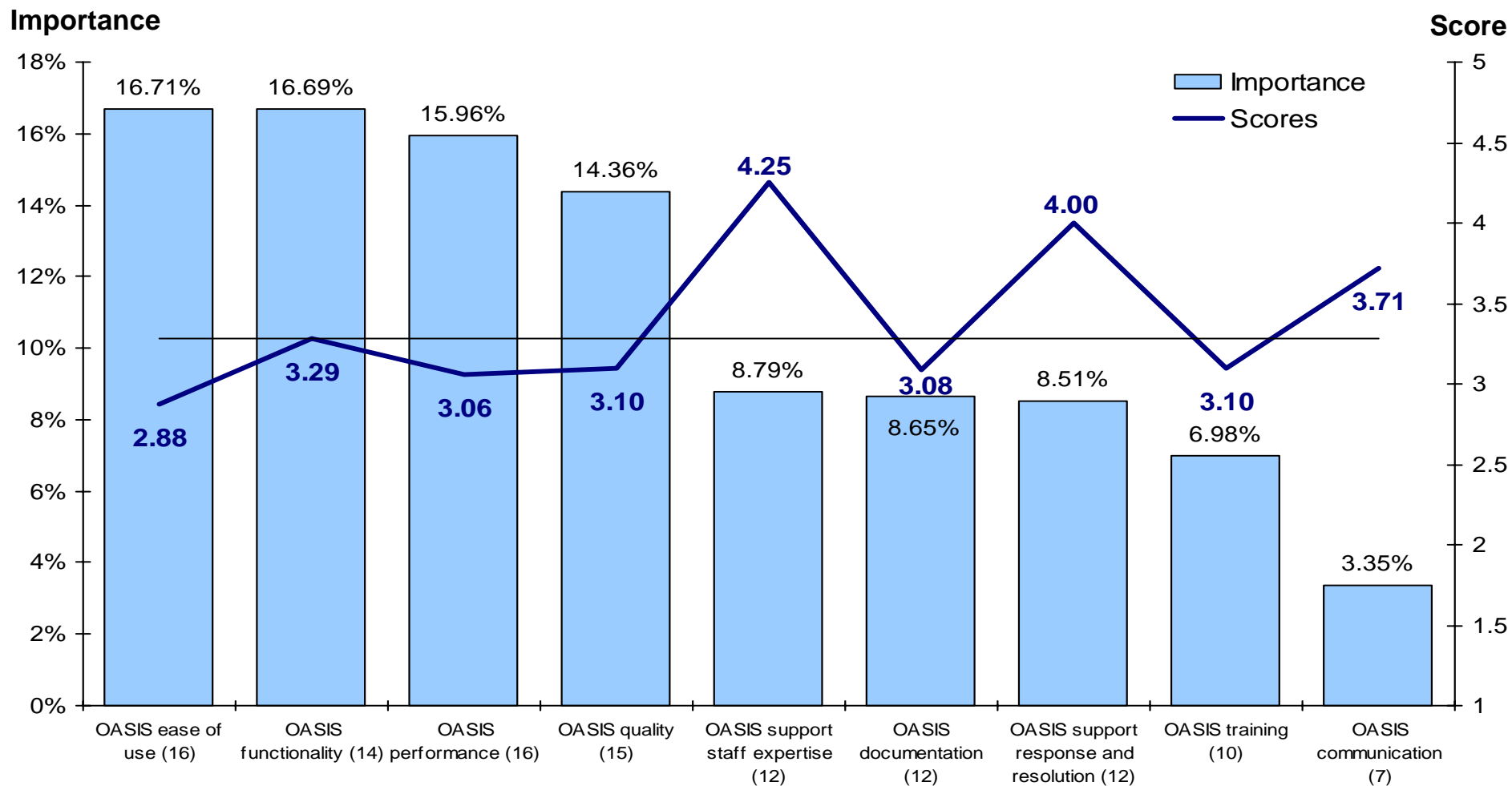
Appendix: OASIS

Program Unit: Medicaid (3.59,18)



Appendix: OASIS

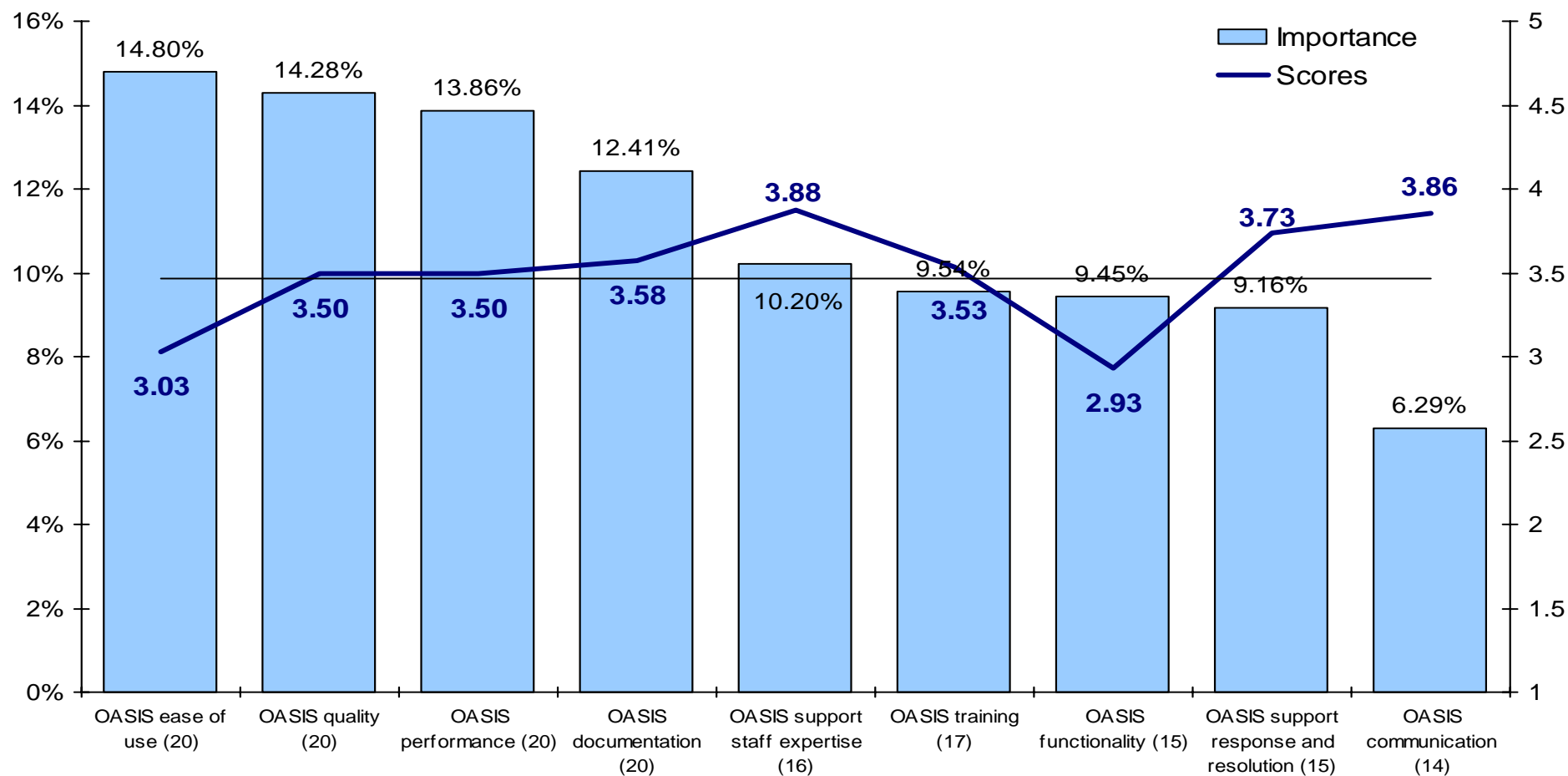
Program Unit: TANF (3.28,18)



Appendix: OASIS

Program Unit: Training (3.47,20)

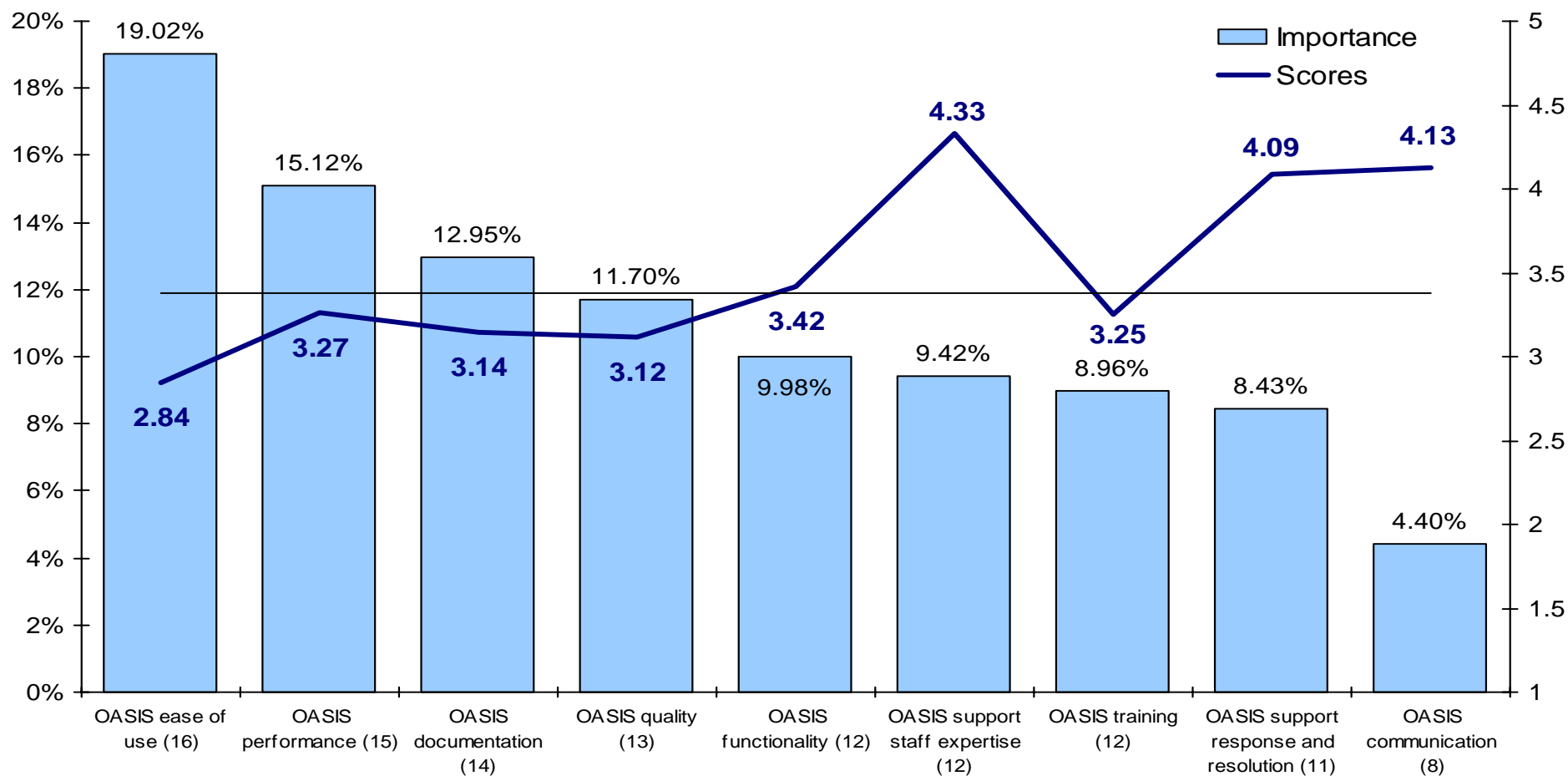
Importance



Appendix: OASIS

Program Unit: Energy Assistance (3.37,17)

Importance





consulting

VSSS
Findings Document
September 2005

Appendix: VACIS

Detailed breakdown by:

Job Classification

Length working with VSSS

Region

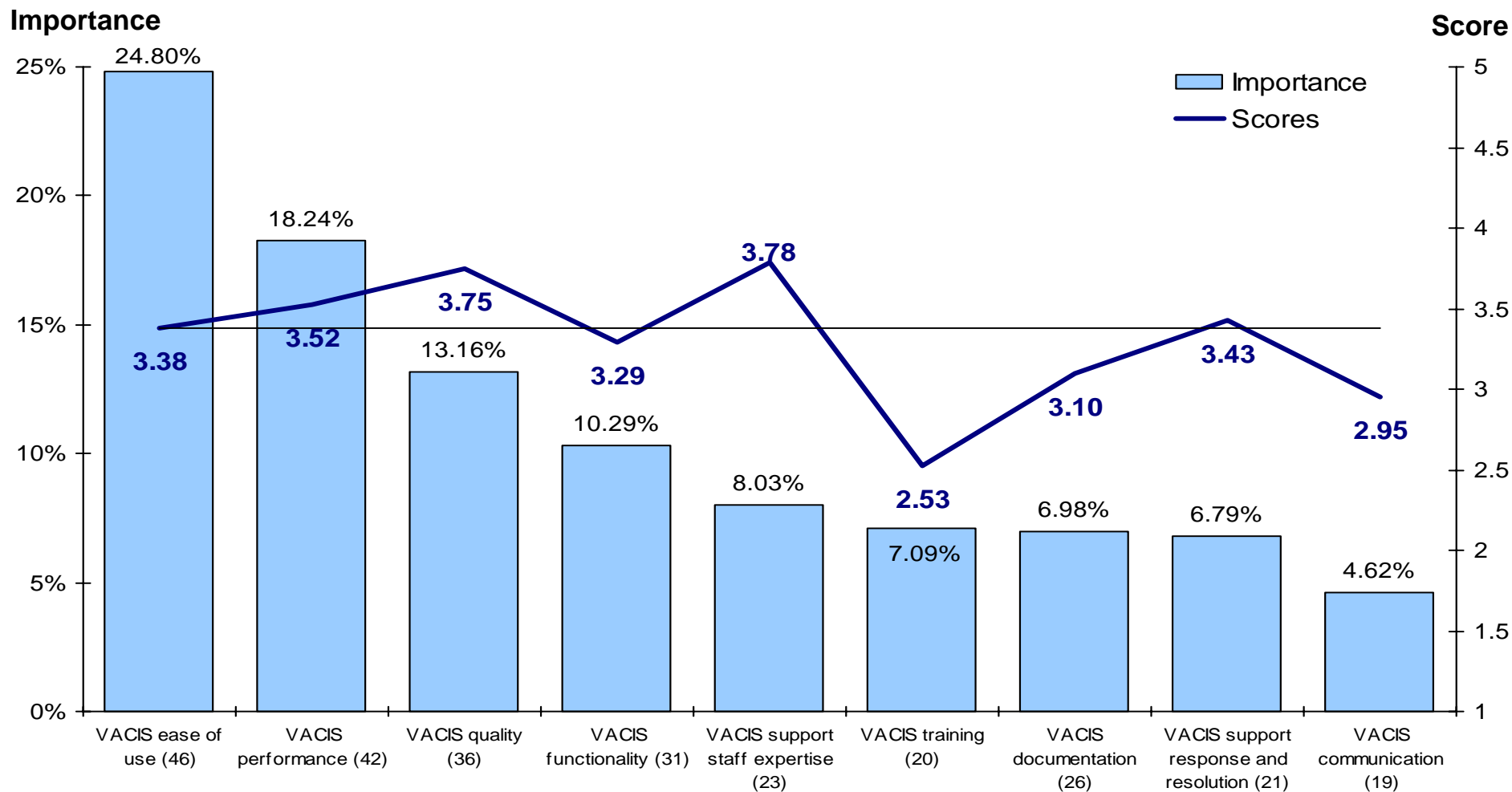
Program Unit

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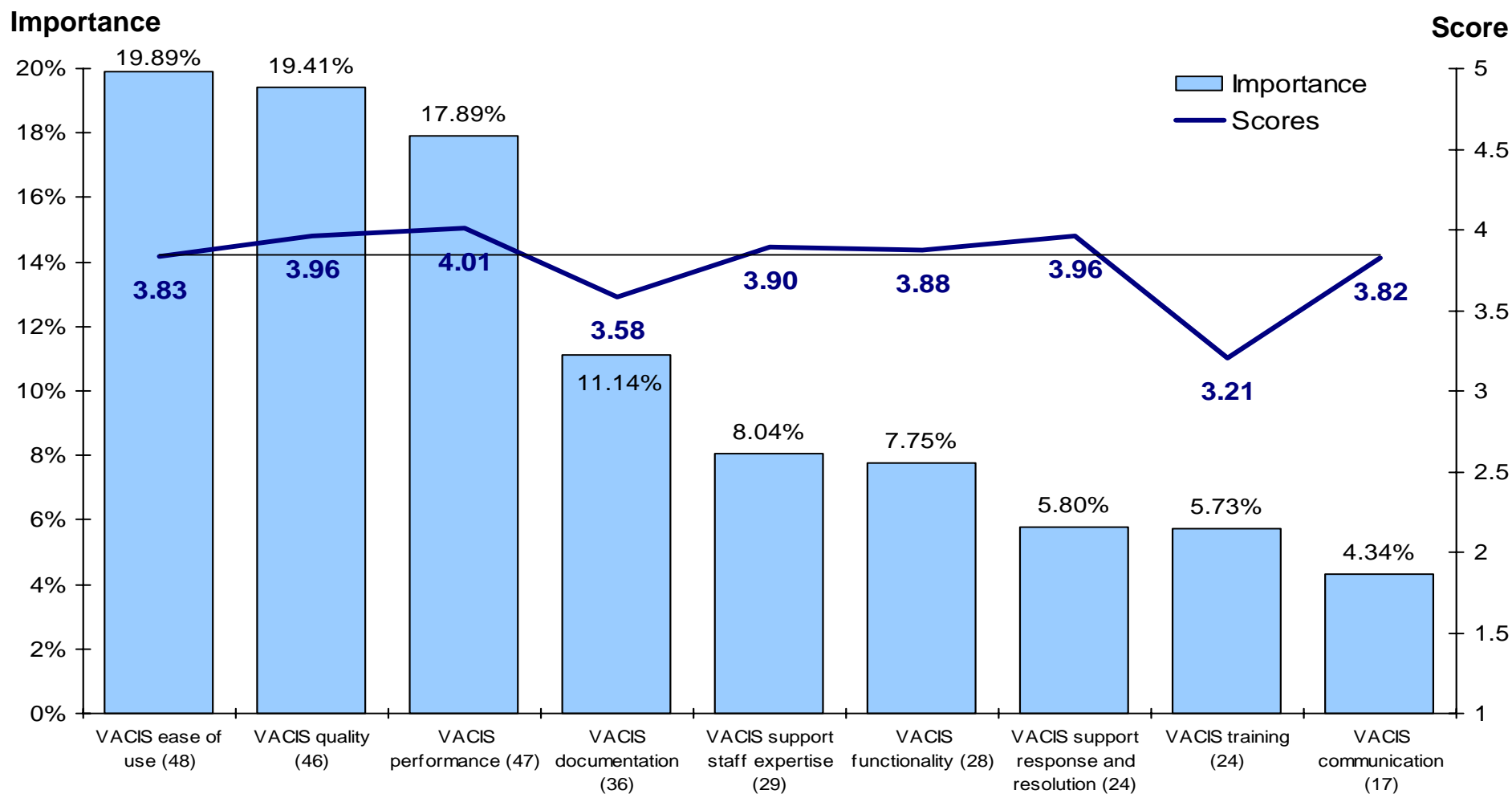
Appendix: VACIS

Job Classification: Administrative/Financial Services Support Worker (3.38,51)



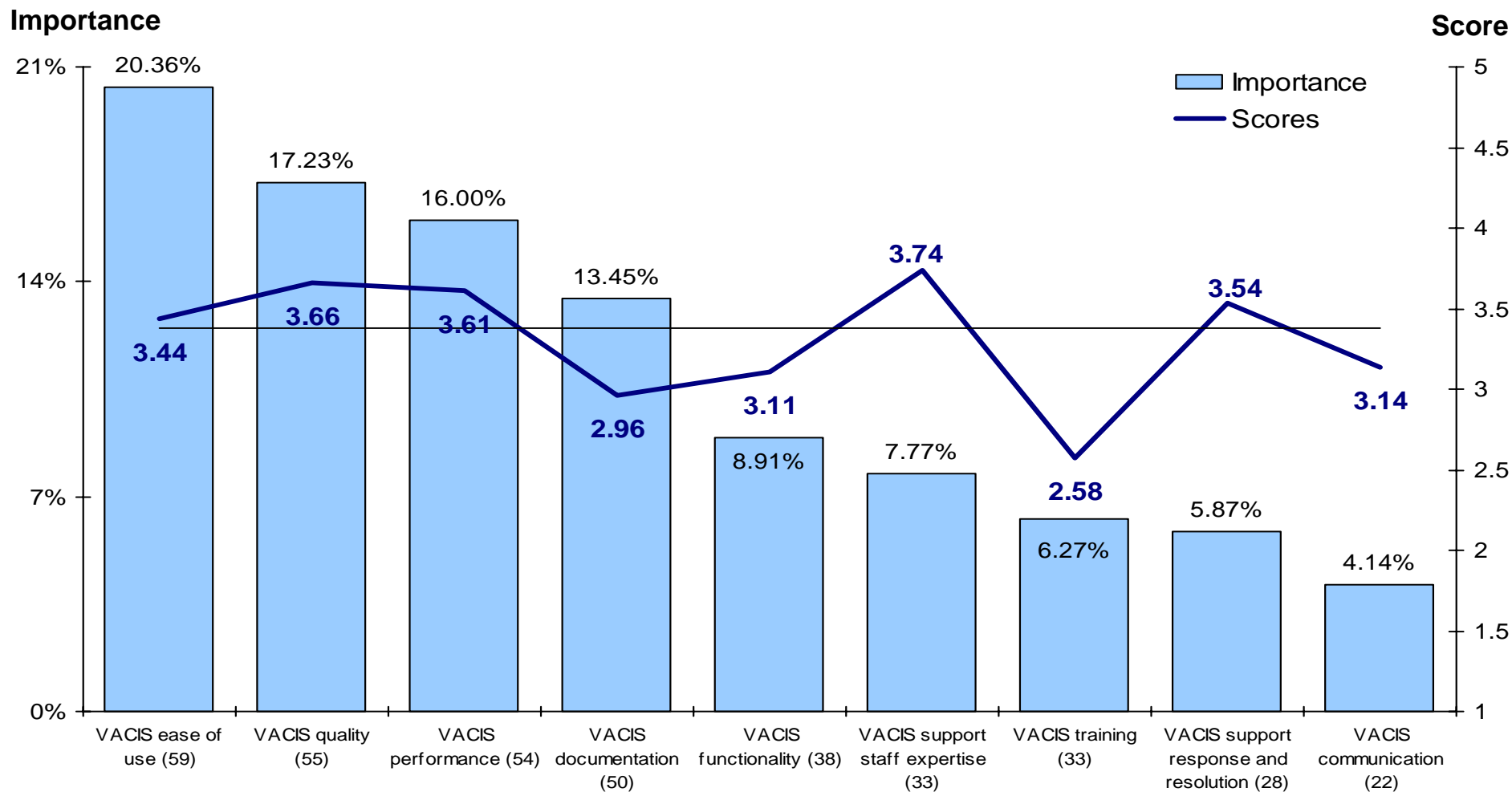
Appendix: VACIS

Job Classification: Clerical Worker (3.84,52)



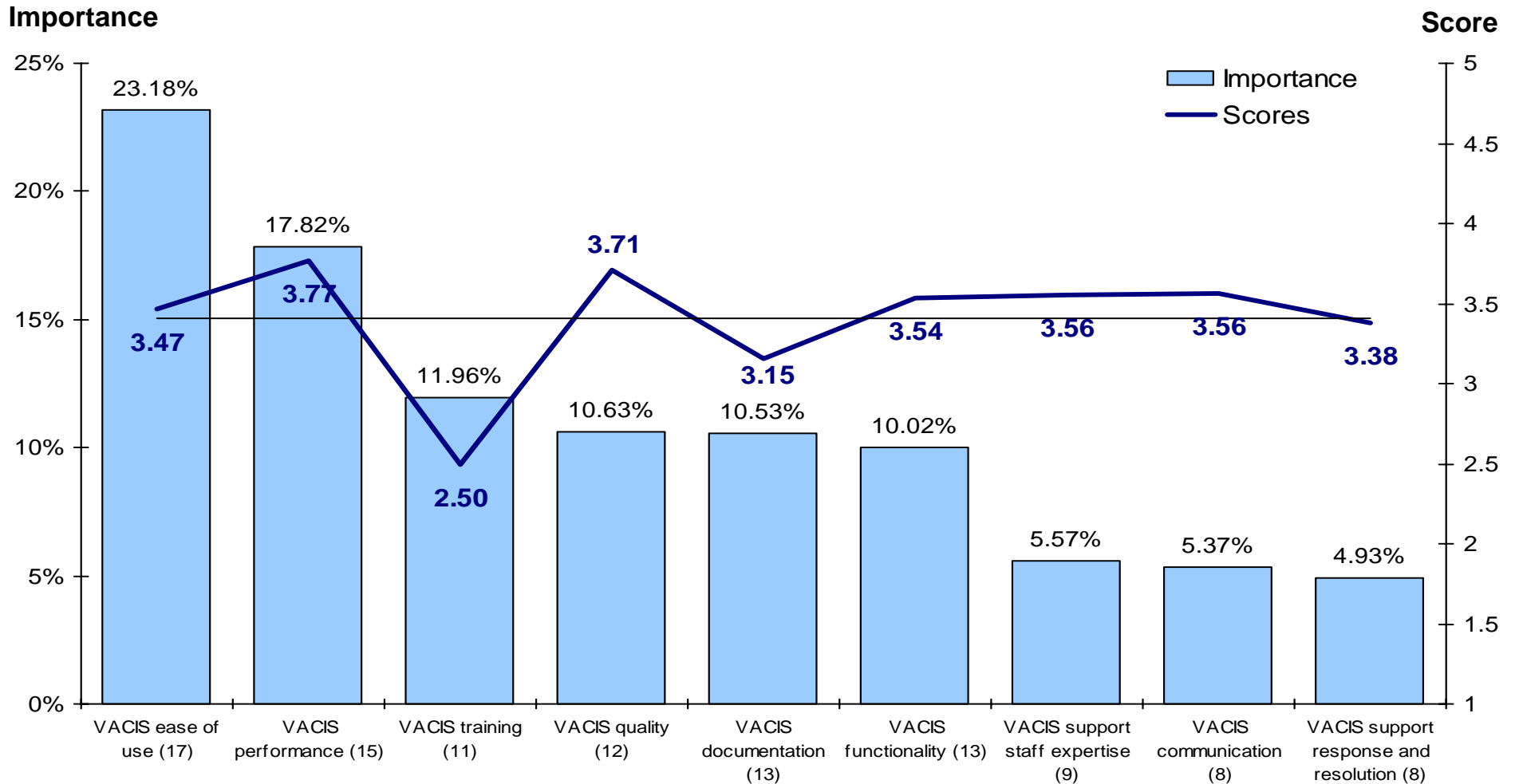
Appendix: VACIS

Job Classification: Eligibility/Benefits Worker (3.37,66)



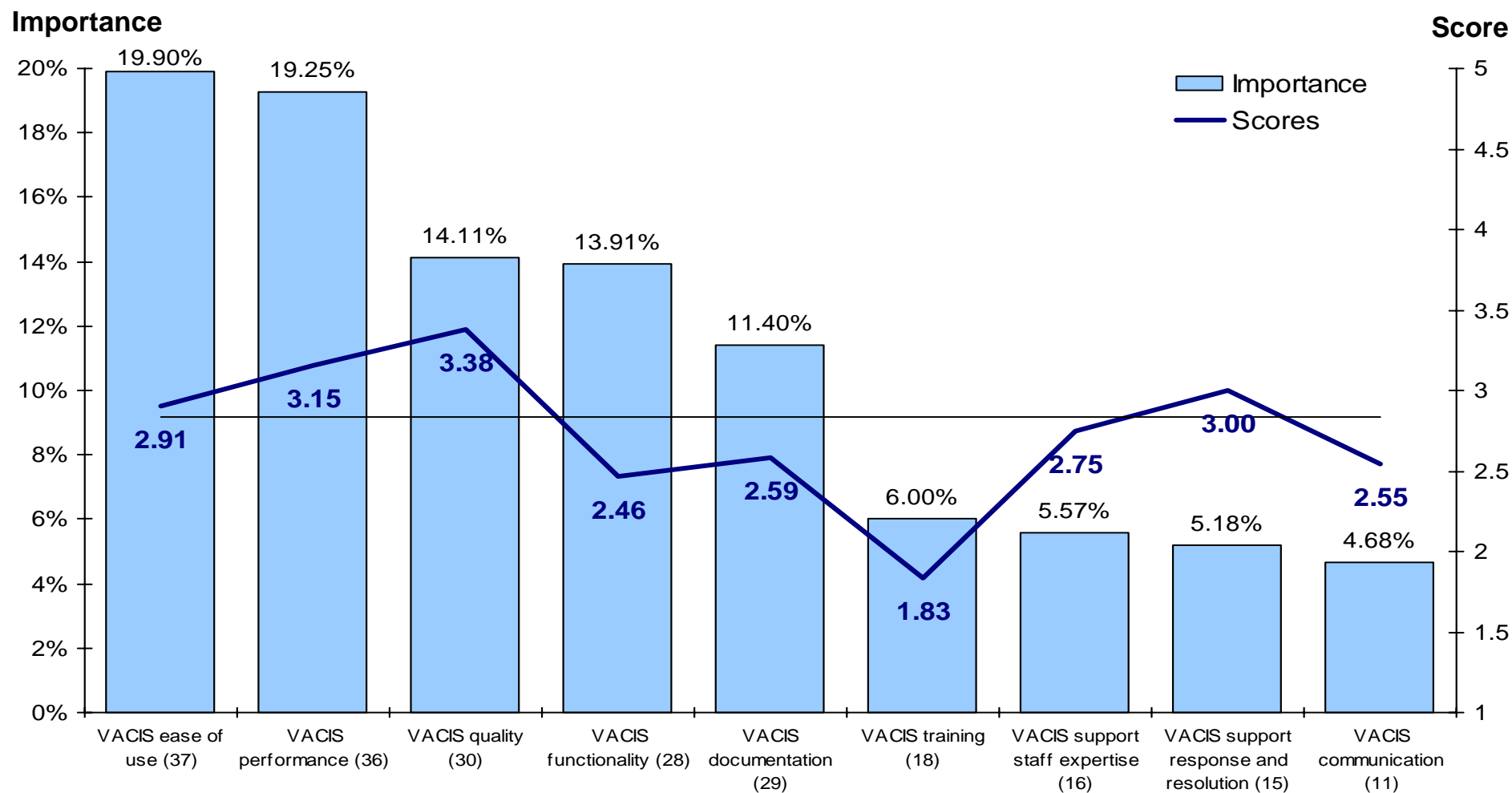
Appendix: VACIS

Job Classification: Employment Services Worker (3.41,19)



Appendix: VACIS

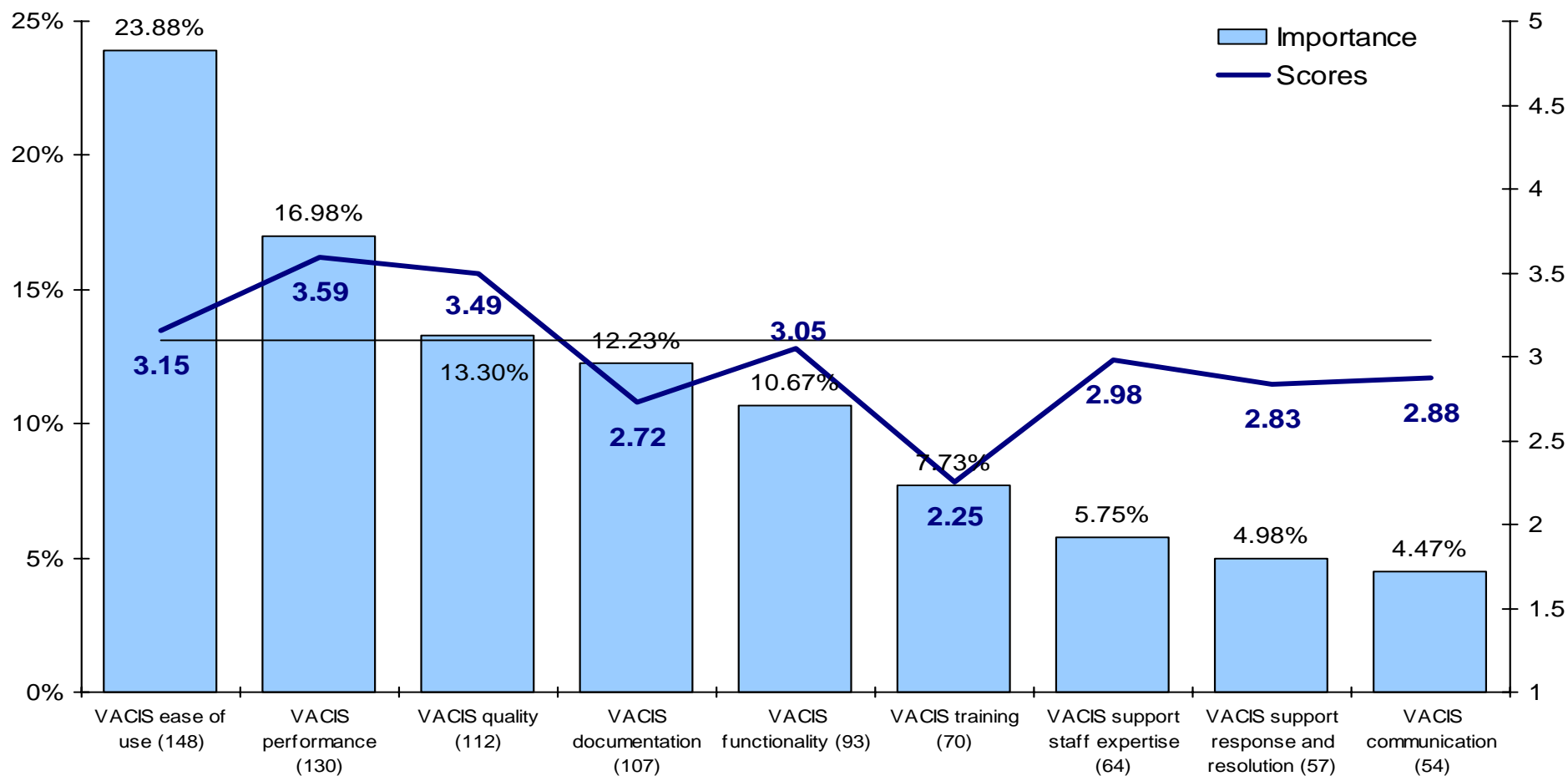
Job Classification: Program Supervisor (2.84,40)



Appendix: VACIS

Job Classification: Service/Social Worker (3.1,167)

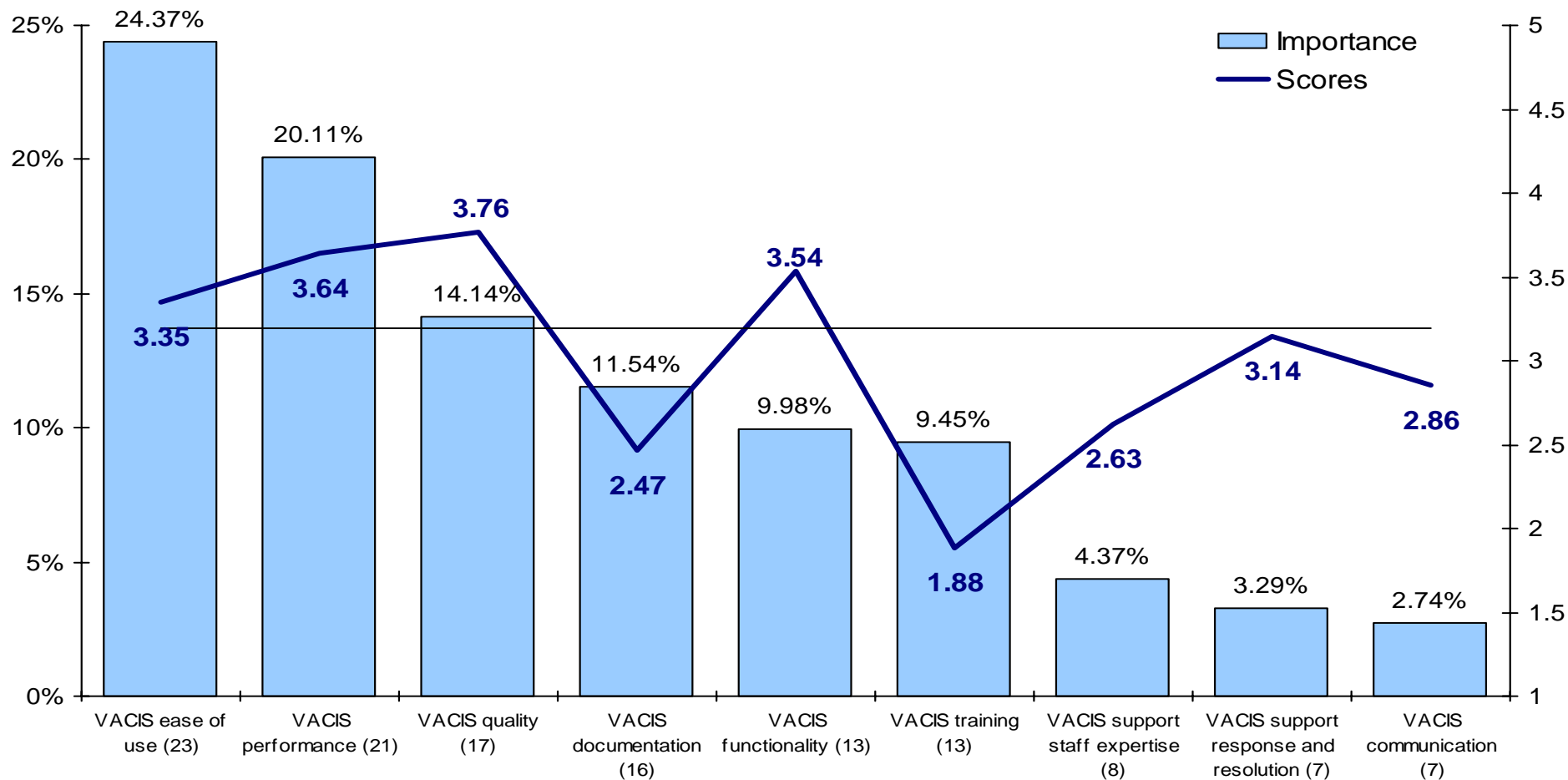
Importance



Appendix: VACIS

Length: Less than 1 year (3.19,24)

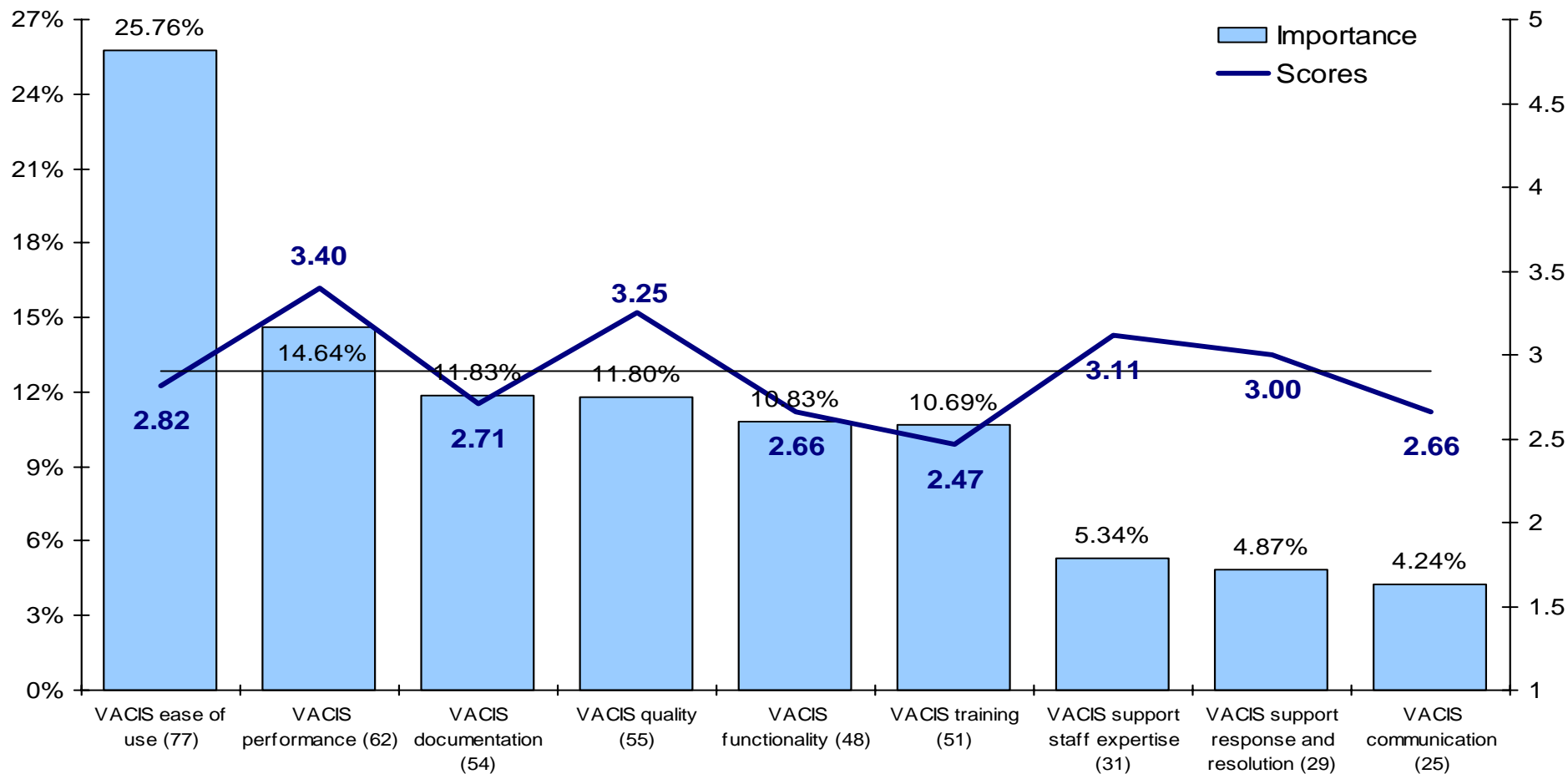
Importance



Appendix: VACIS

Length: 1 to 5 years (2.9,86)

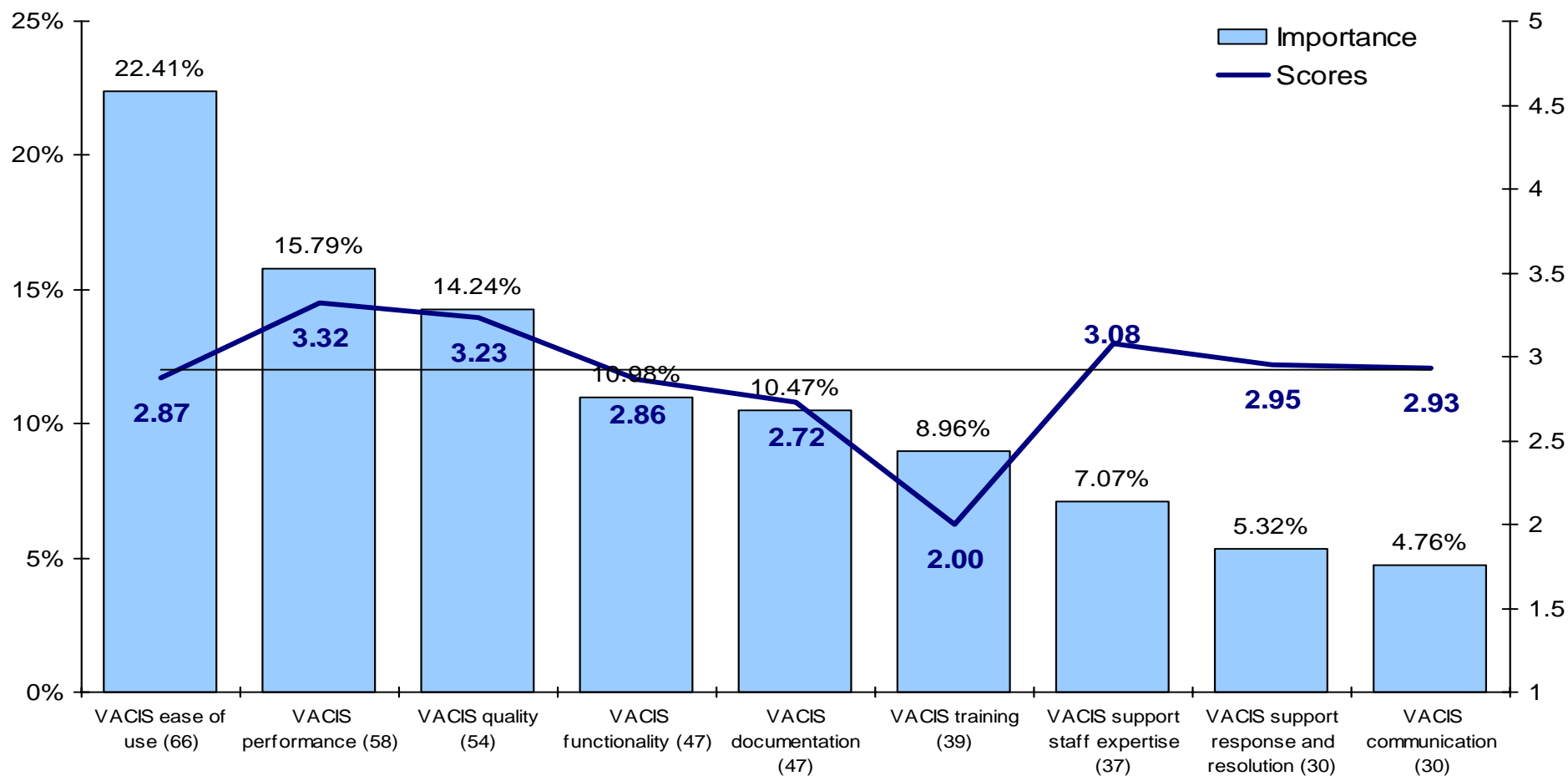
Importance



Appendix: VACIS

Length: 5 to 10 years (2.92,73)

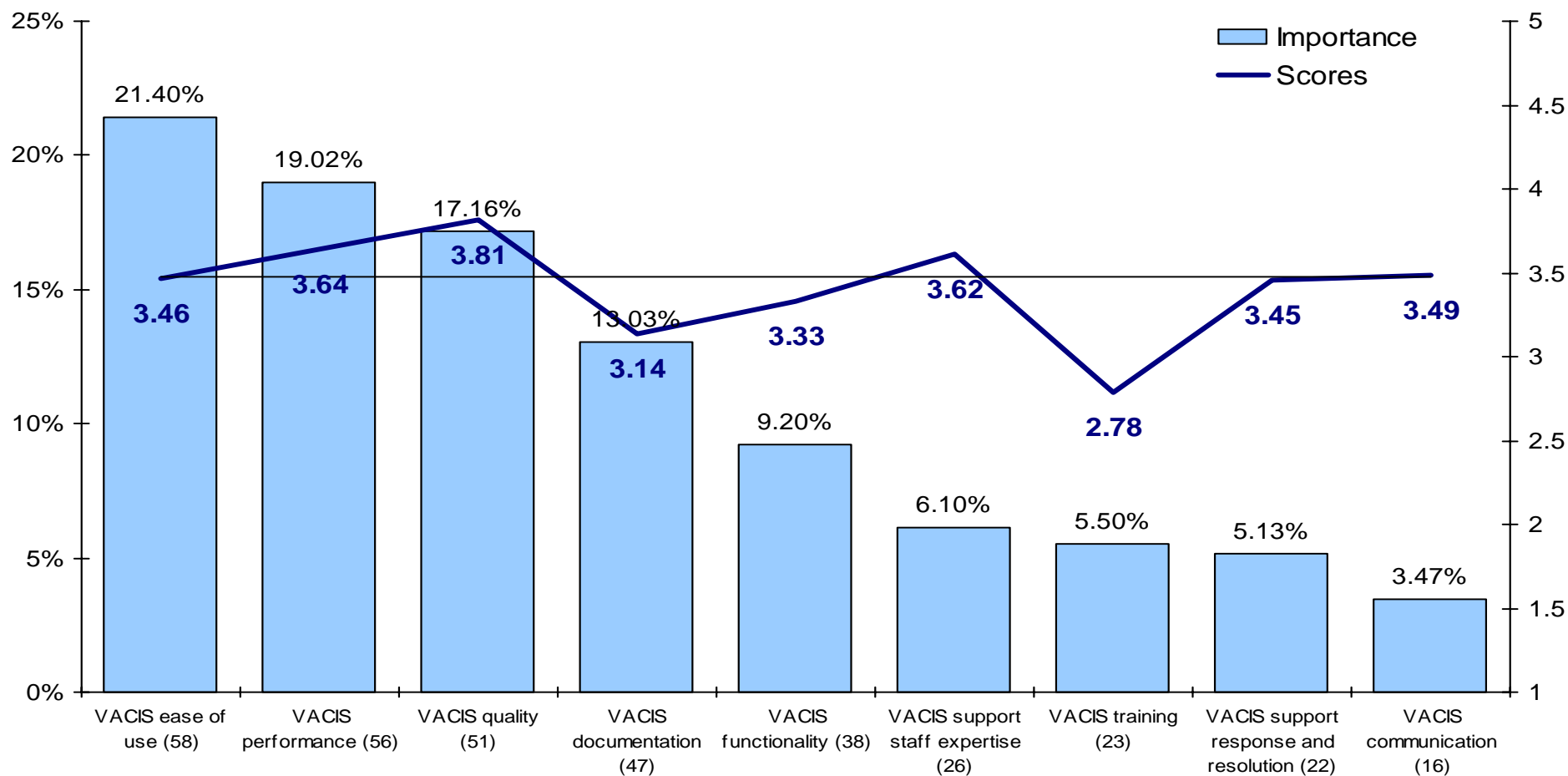
Importance



Appendix: VACIS

Length: 10 to 15 years (3.47,64)

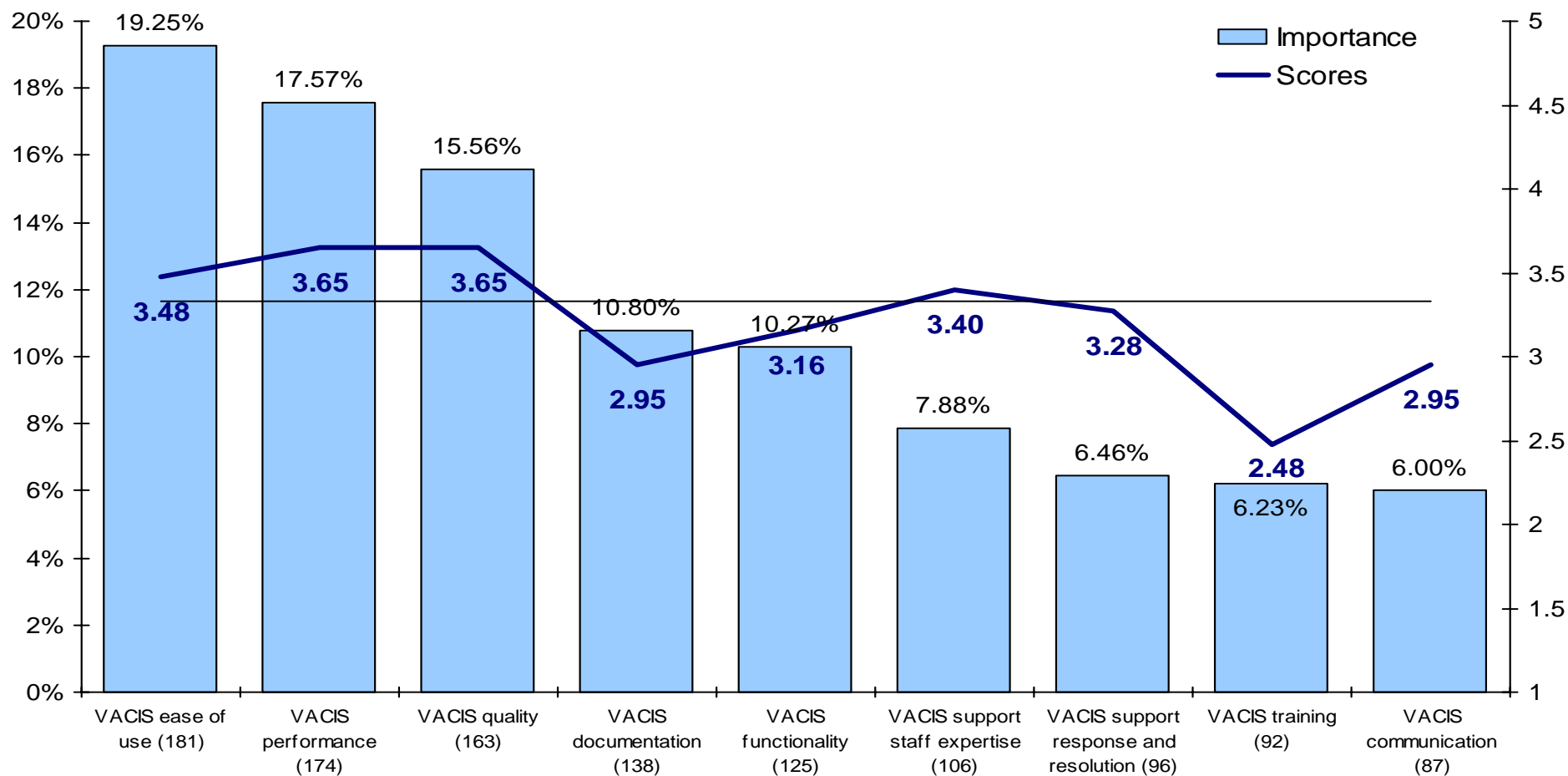
Importance



Appendix: VACIS

Length: More than 15 years (3.33,209)

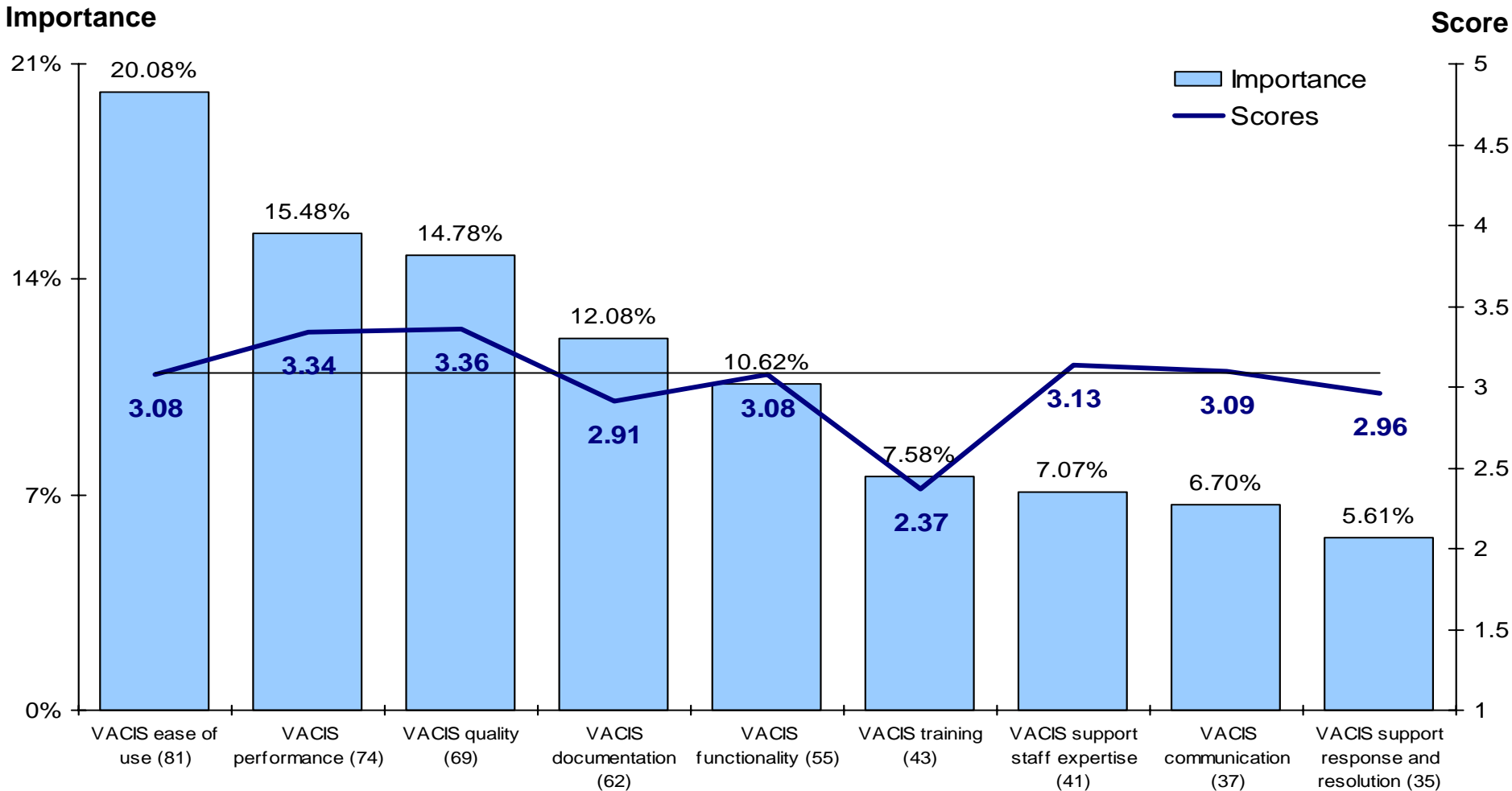
Importance



Appendix: VACIS

Region: Central (3.09,90)

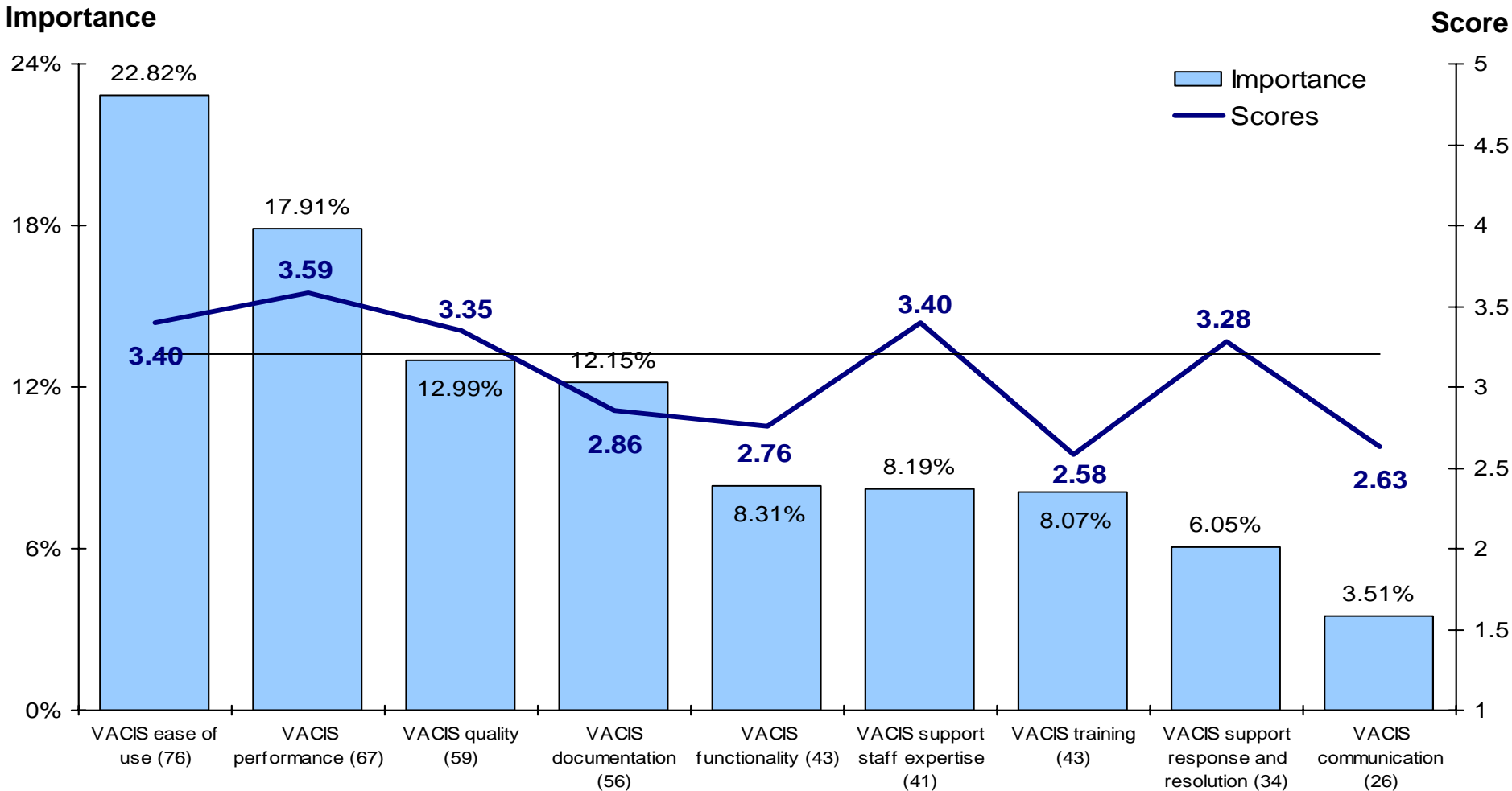
Importance



Appendix: VACIS

Region: Eastern (3.21,88)

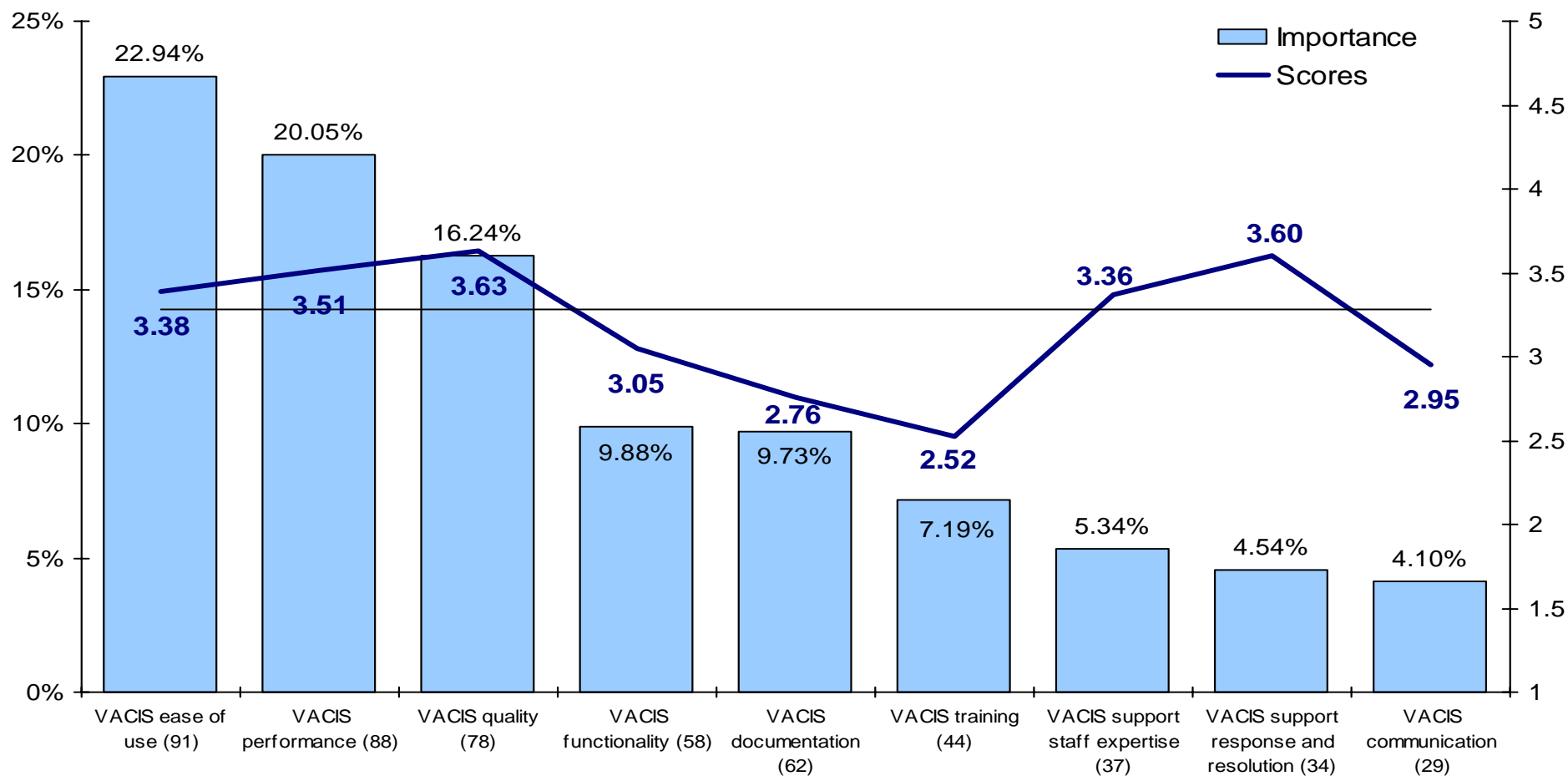
Importance



Appendix: VACIS

Region: Northern (3.29,105)

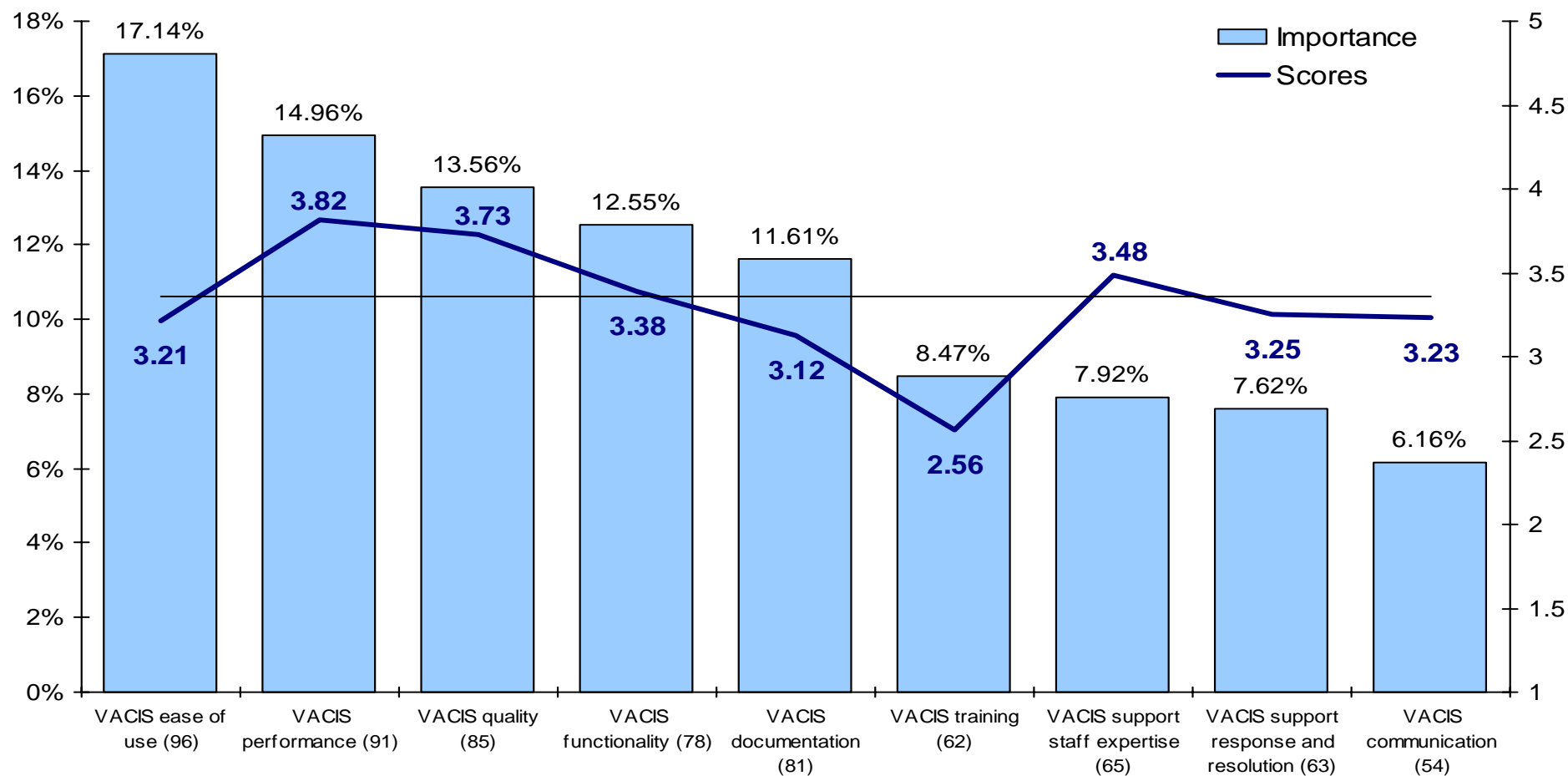
Importance



Appendix: VACIS

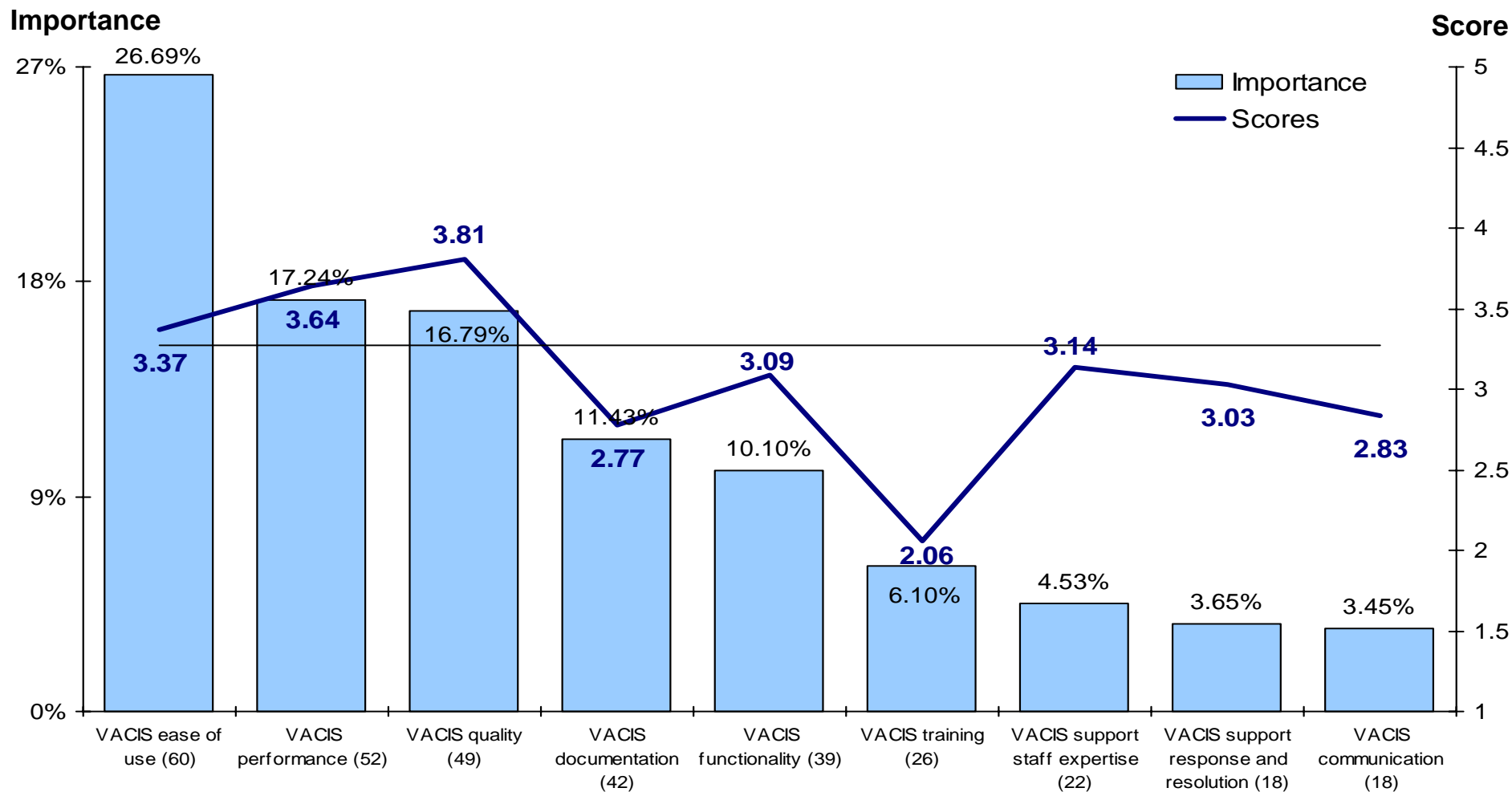
Region: Piedmont (3.36,107)

Importance



Appendix: VACIS

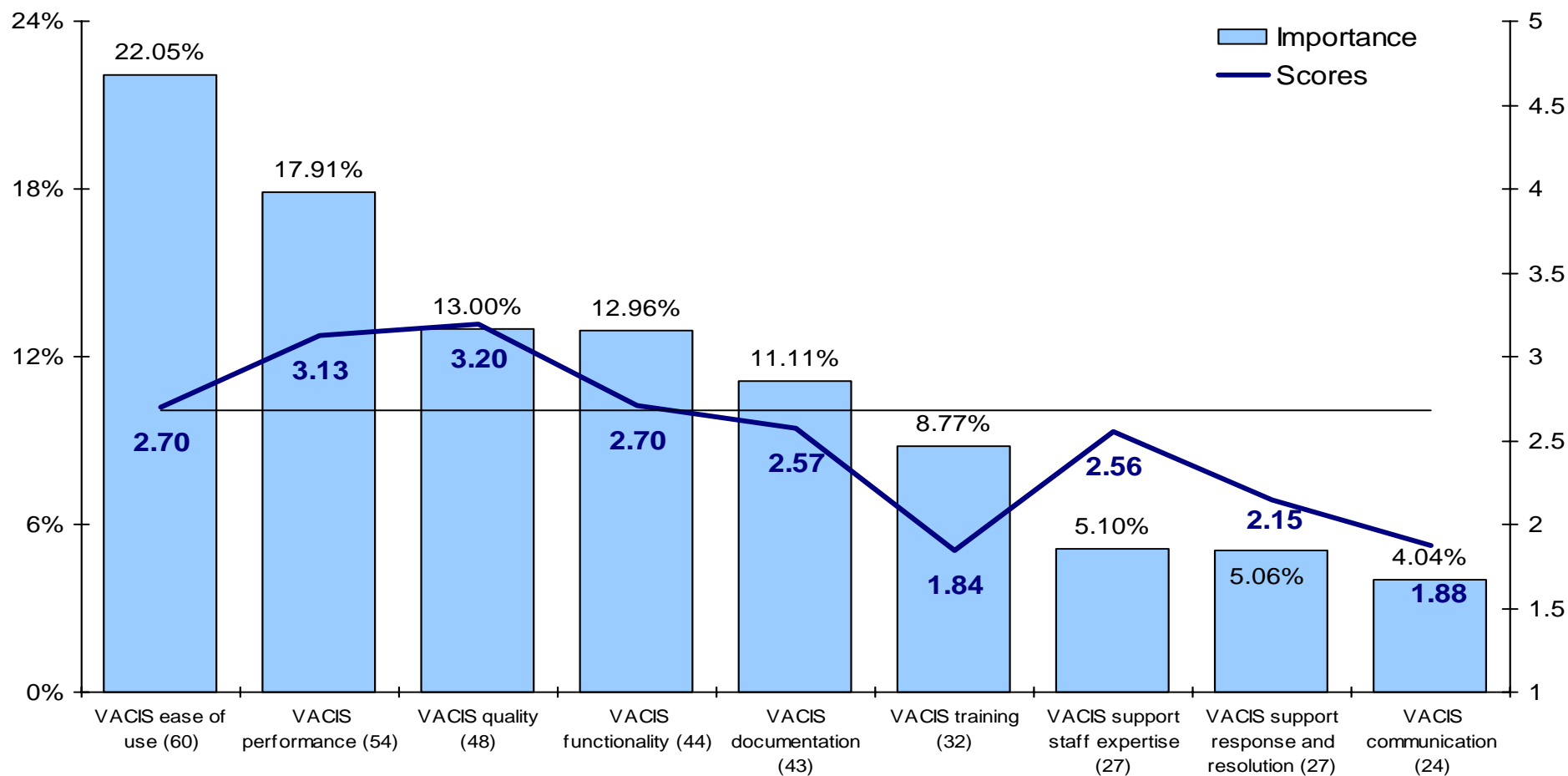
Region: Western (3.27,65)



Appendix: VACIS

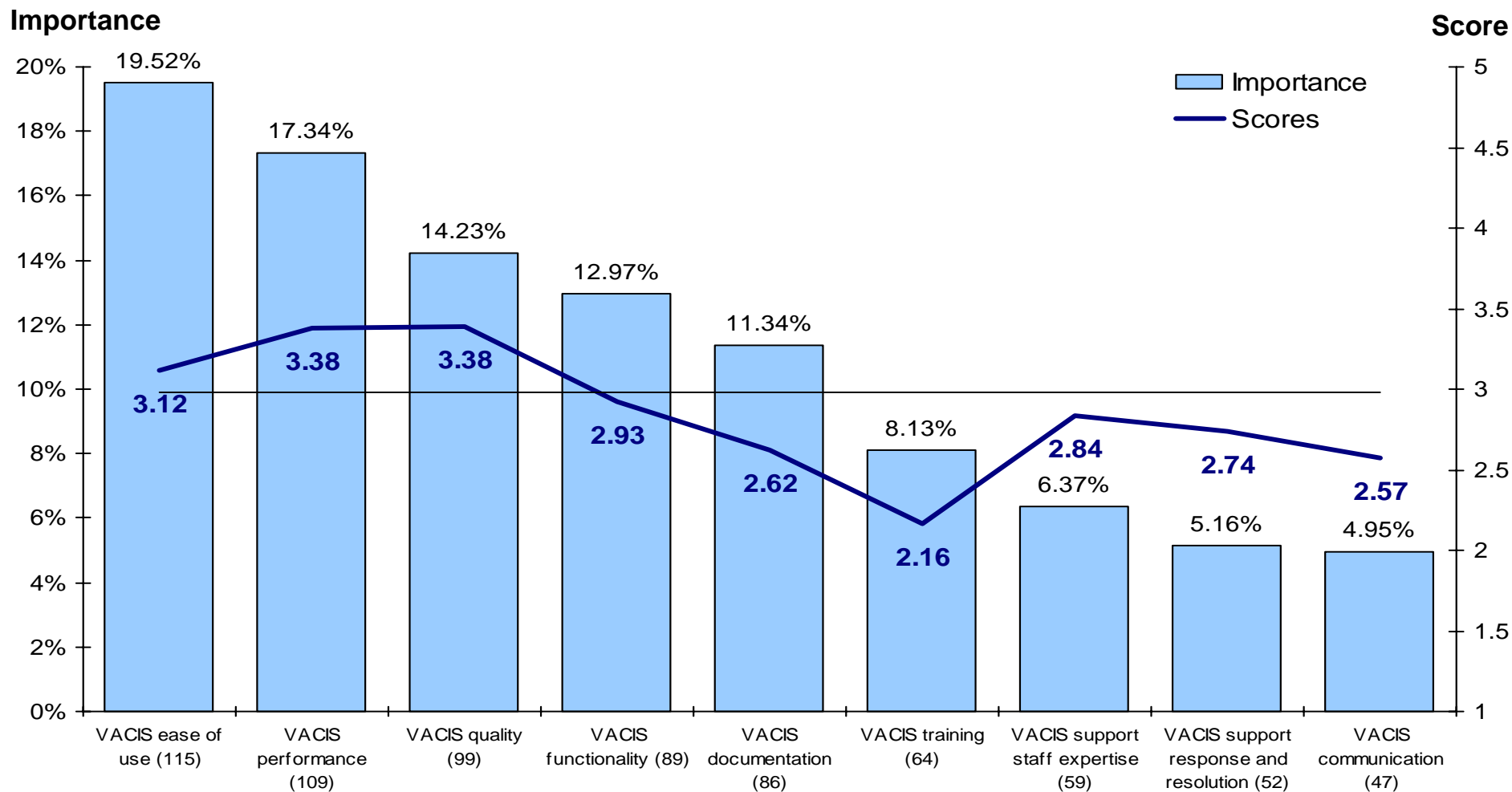
Program Unit: Adoptions (2.68,68)

Importance



Appendix: VACIS

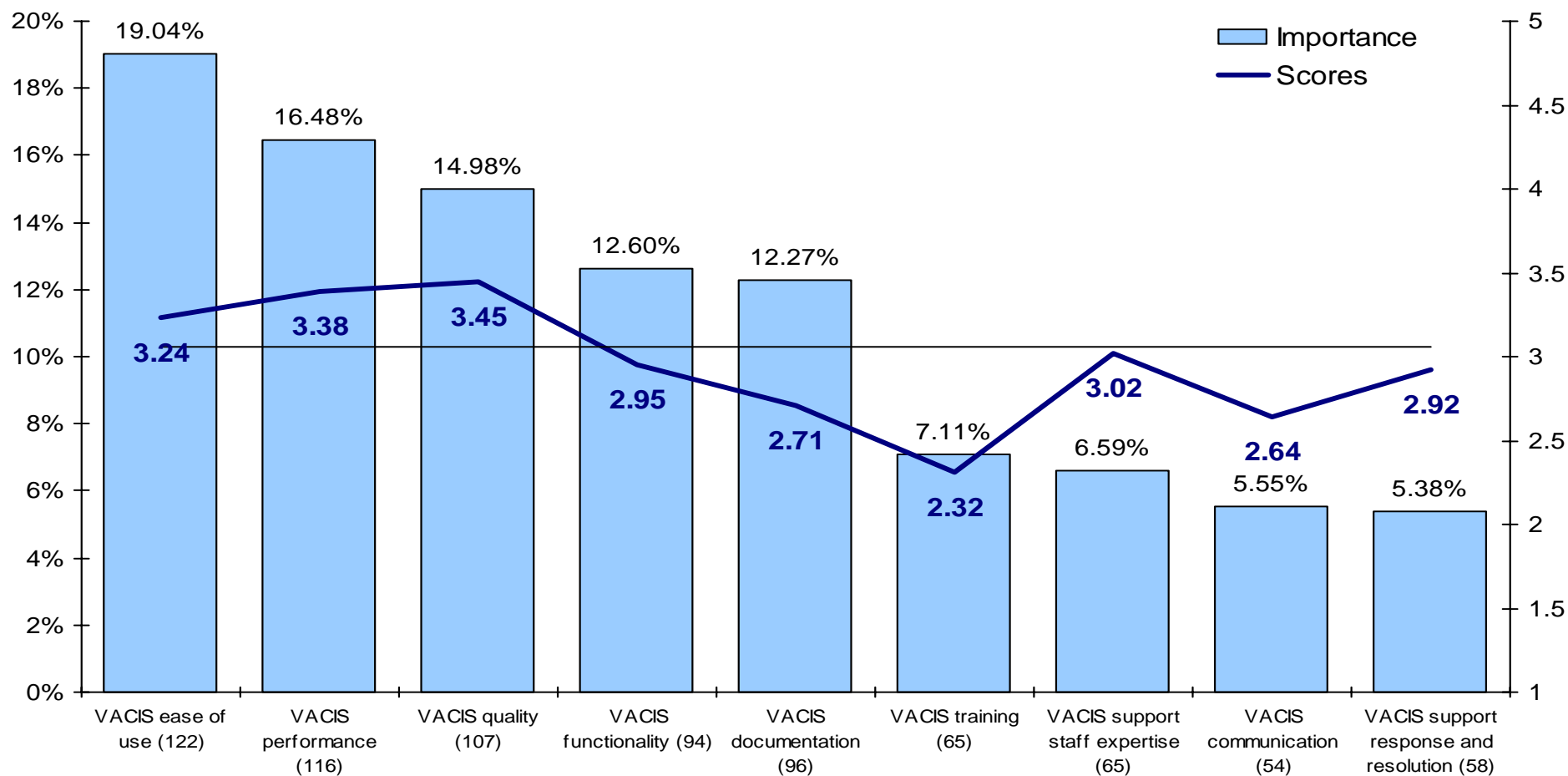
Program Unit: Adult Protective Services (2.98,132)



Appendix: VACIS

Program Unit: Adult Services (3.06,141)

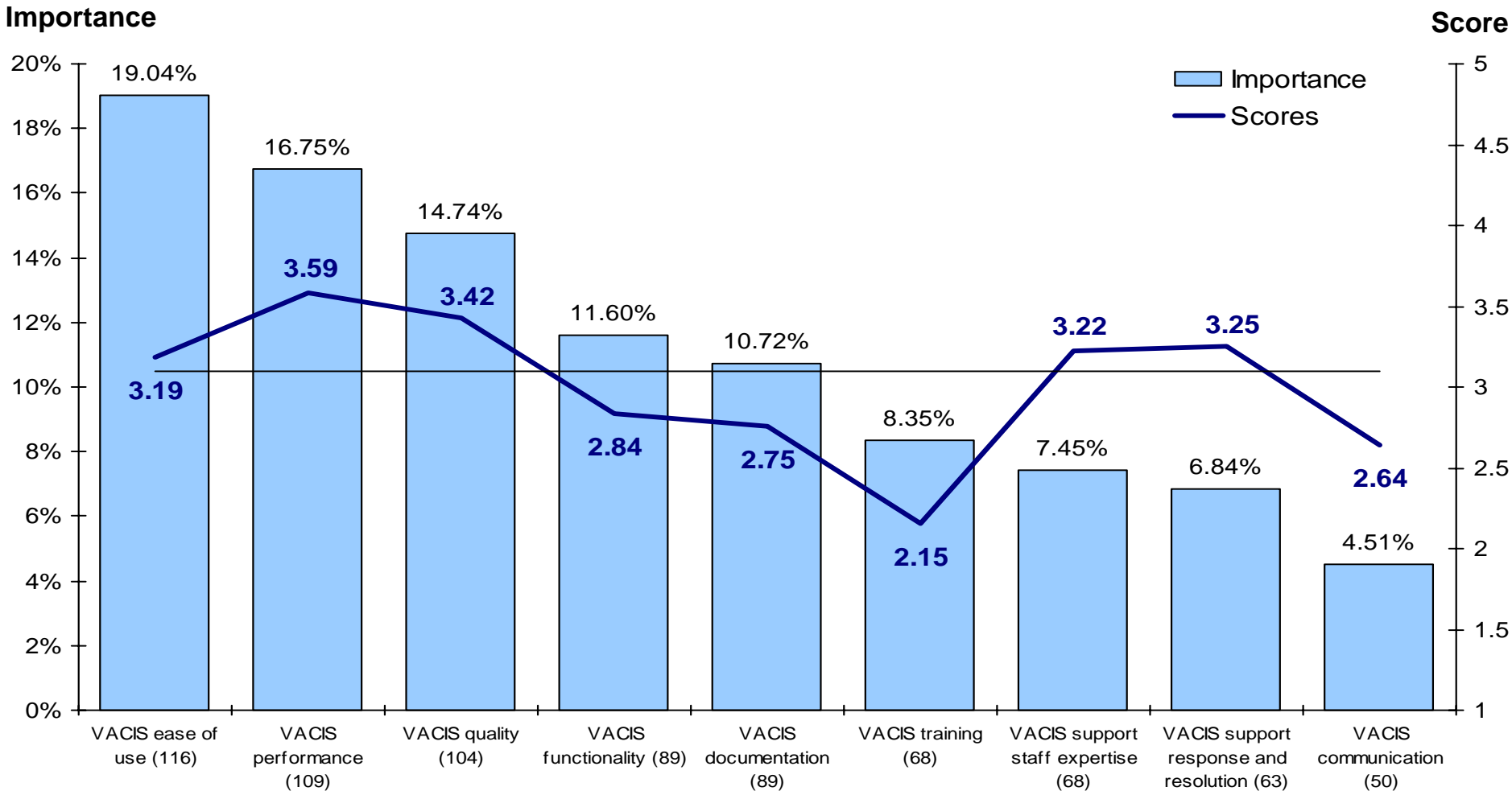
Importance



Appendix: VACIS

Program Unit: Child Care Program (3.1,123)

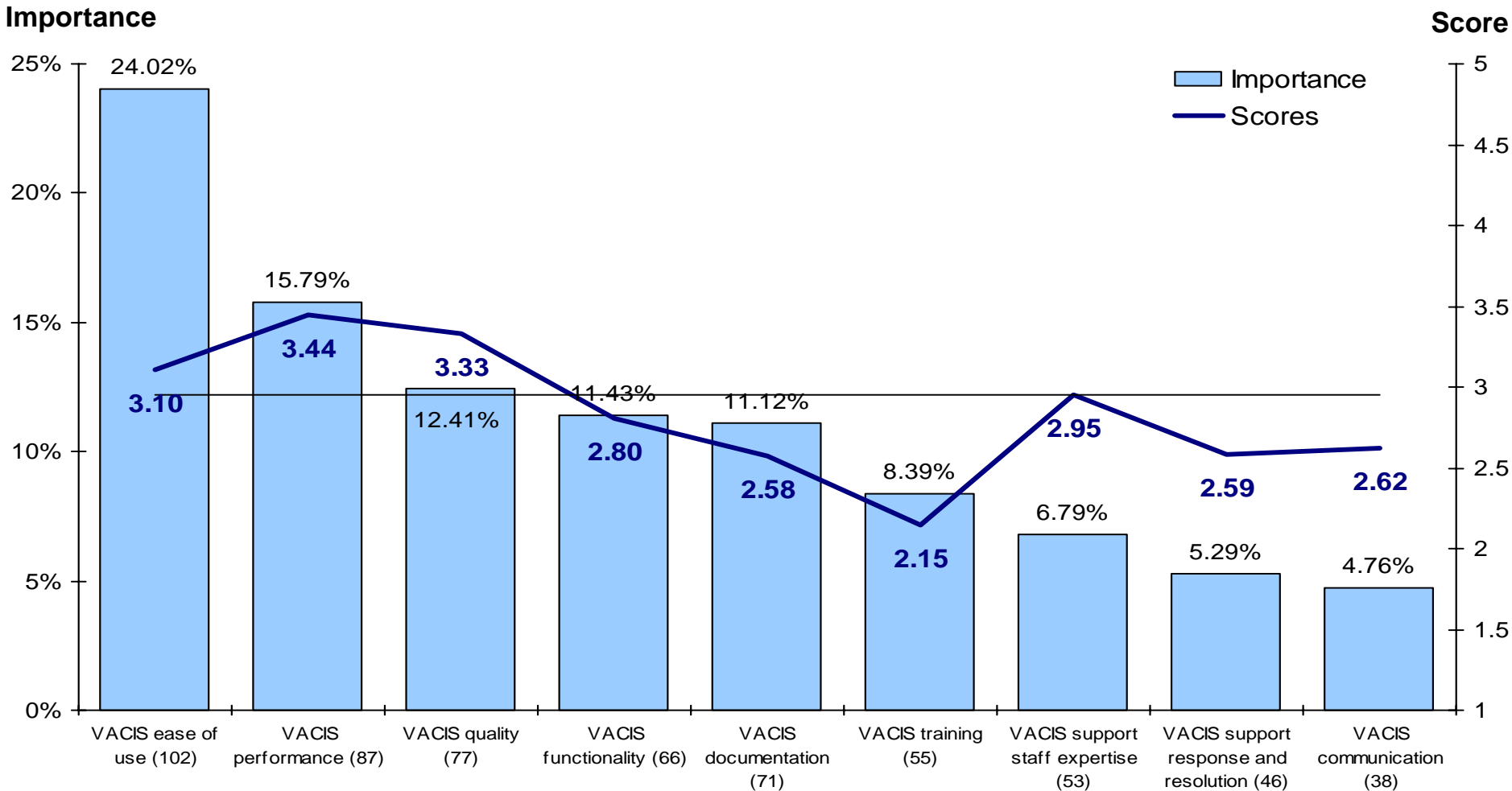
Importance



Appendix: VACIS

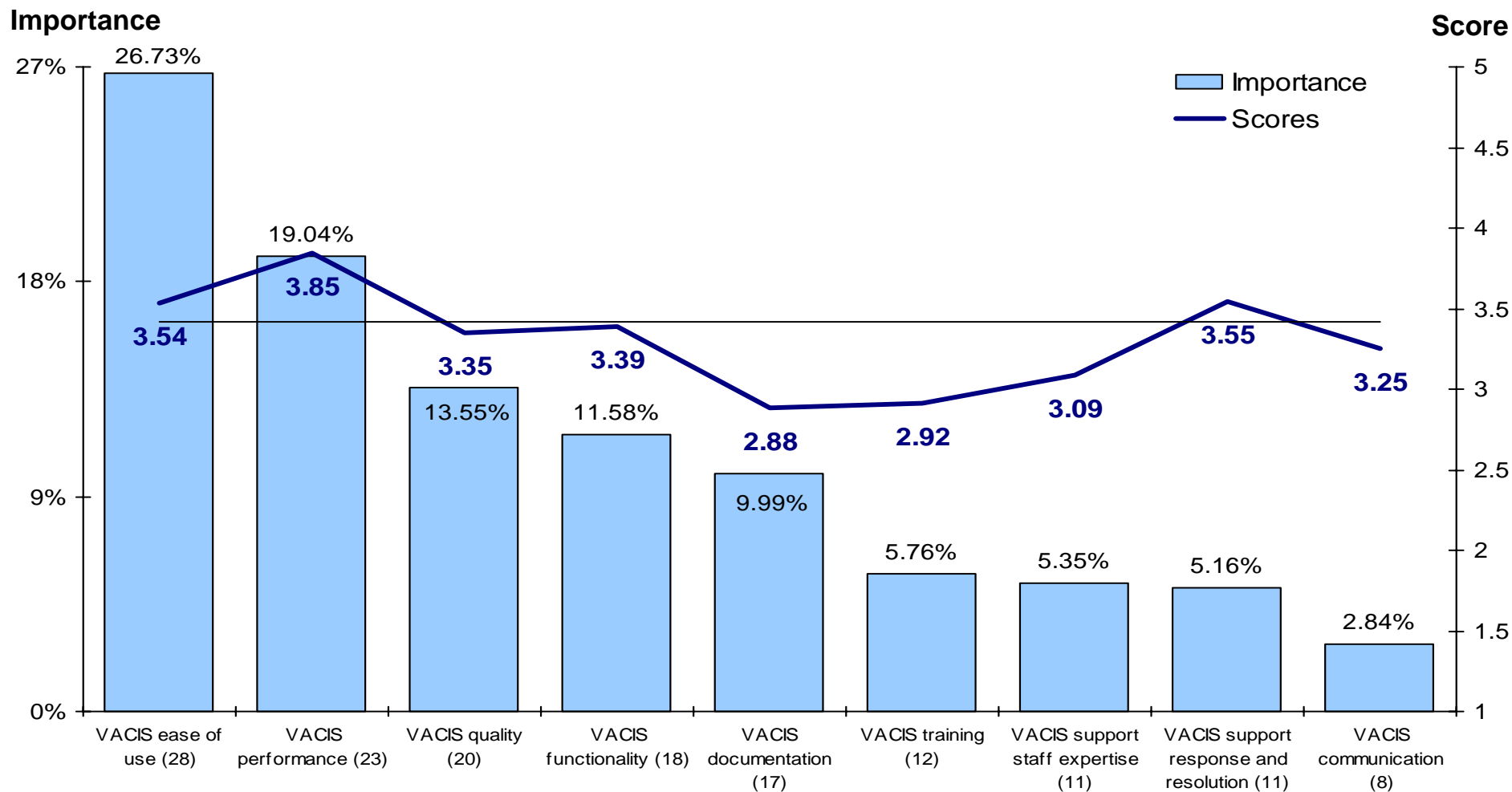
Program Unit: Child Protective Services (CPS) (2.95,113)

Importance



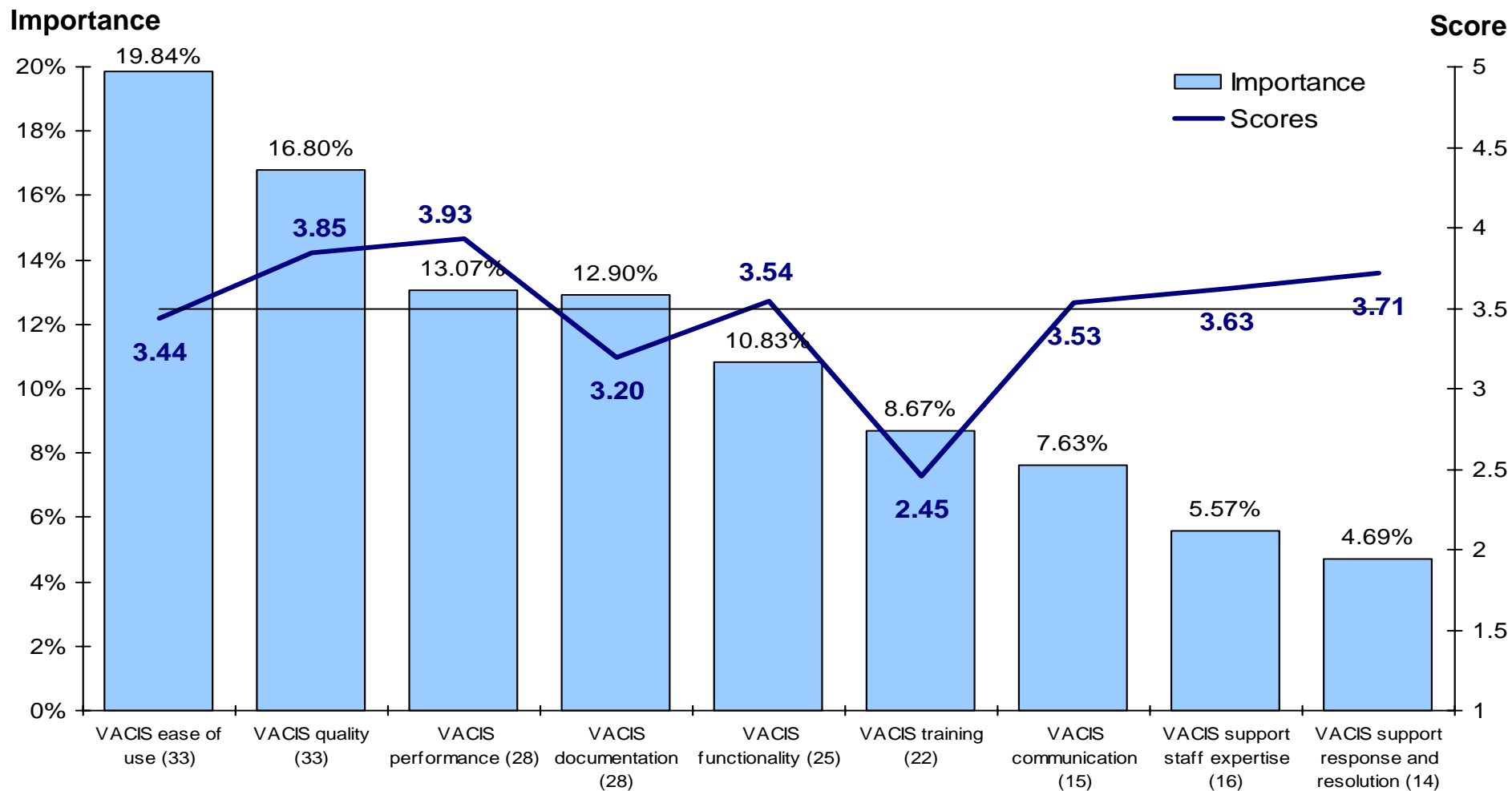
Appendix: VACIS

Program Unit: Community Services (3.42,28)



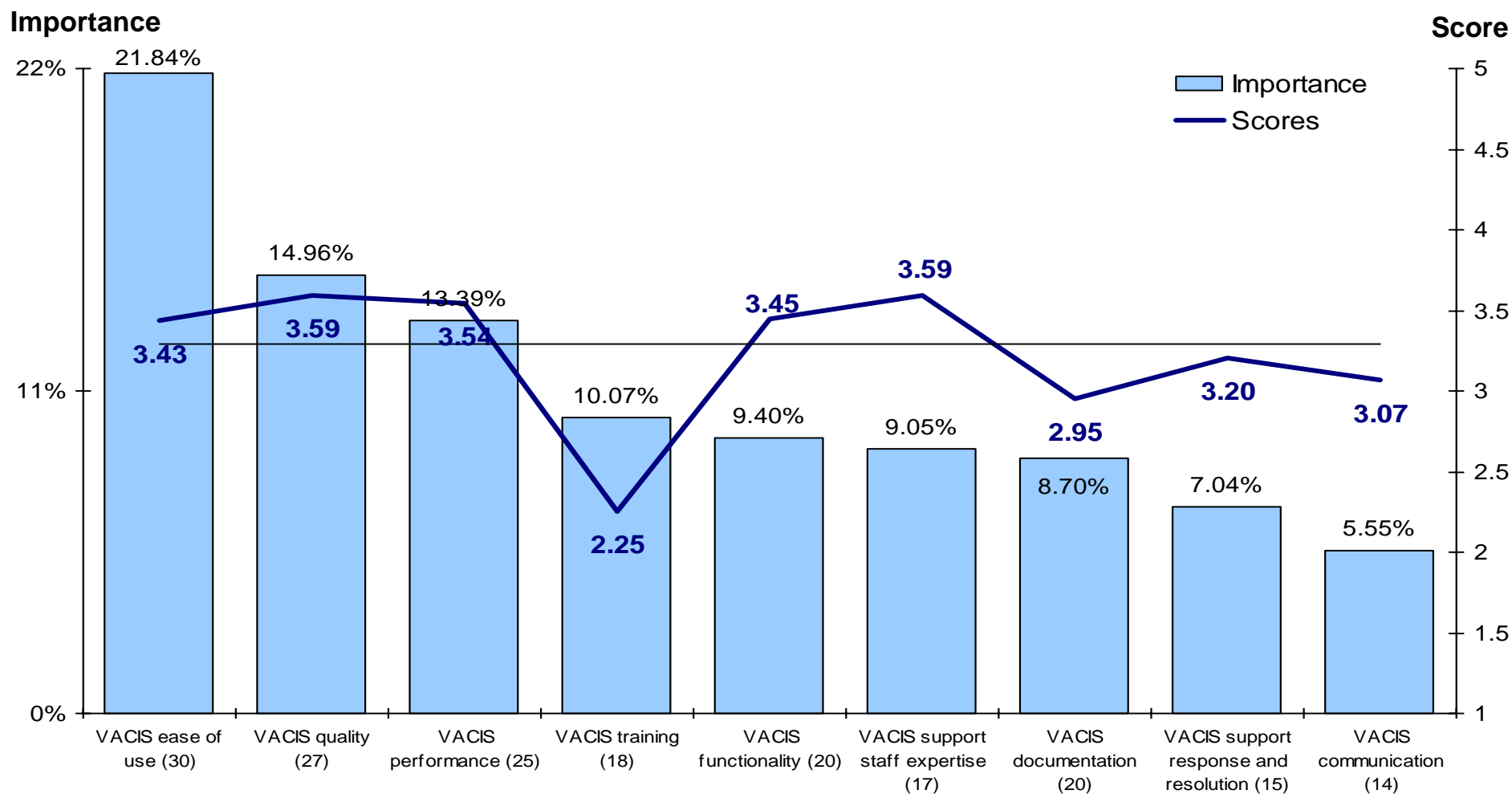
Appendix: VACIS

Program Unit: Energy Assistance (3.5,37)



Appendix: VACIS

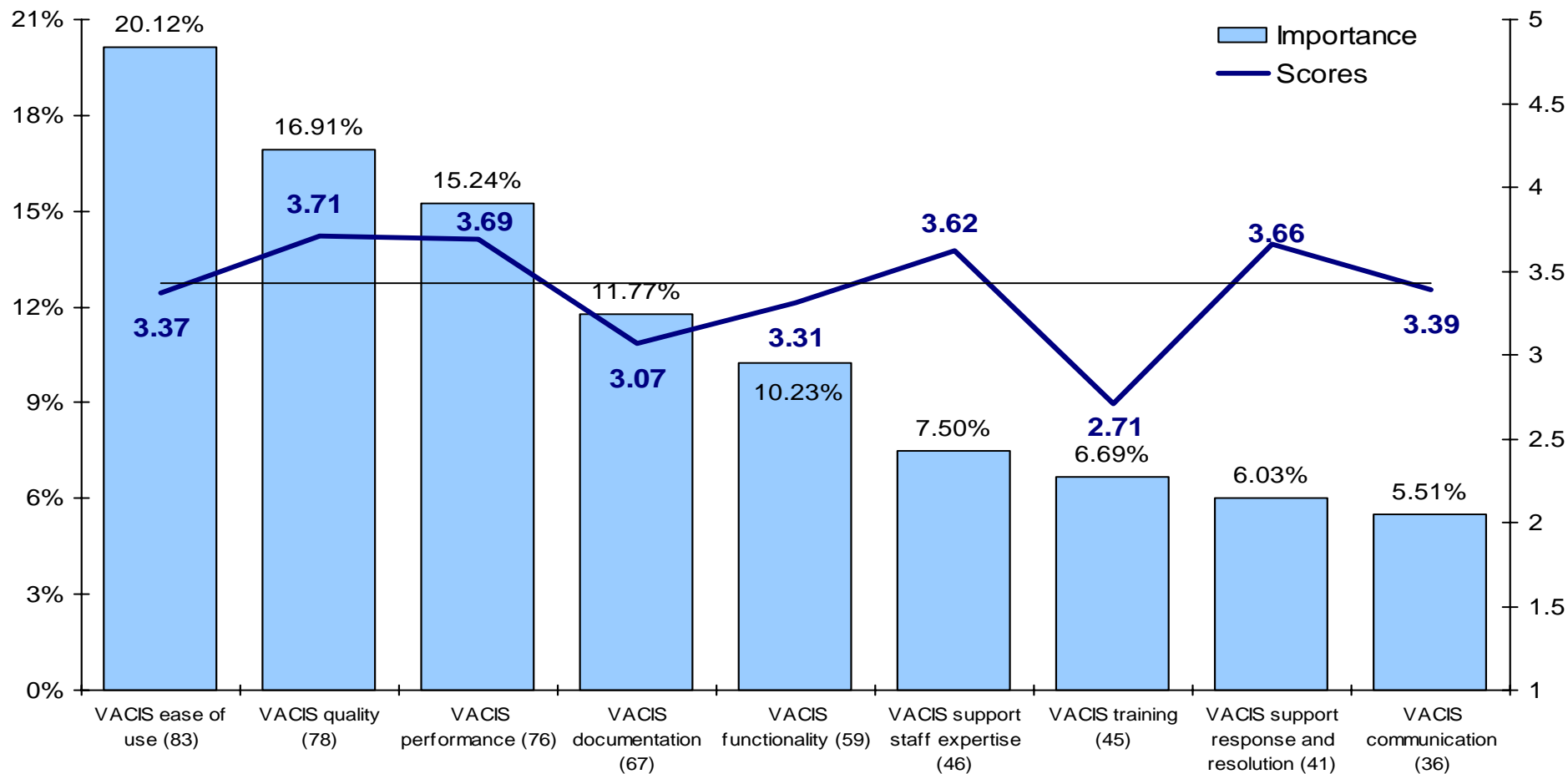
Program Unit: Financial Management (3.29,39)



Appendix: VACIS

Program Unit: Food Stamps (3.43,93)

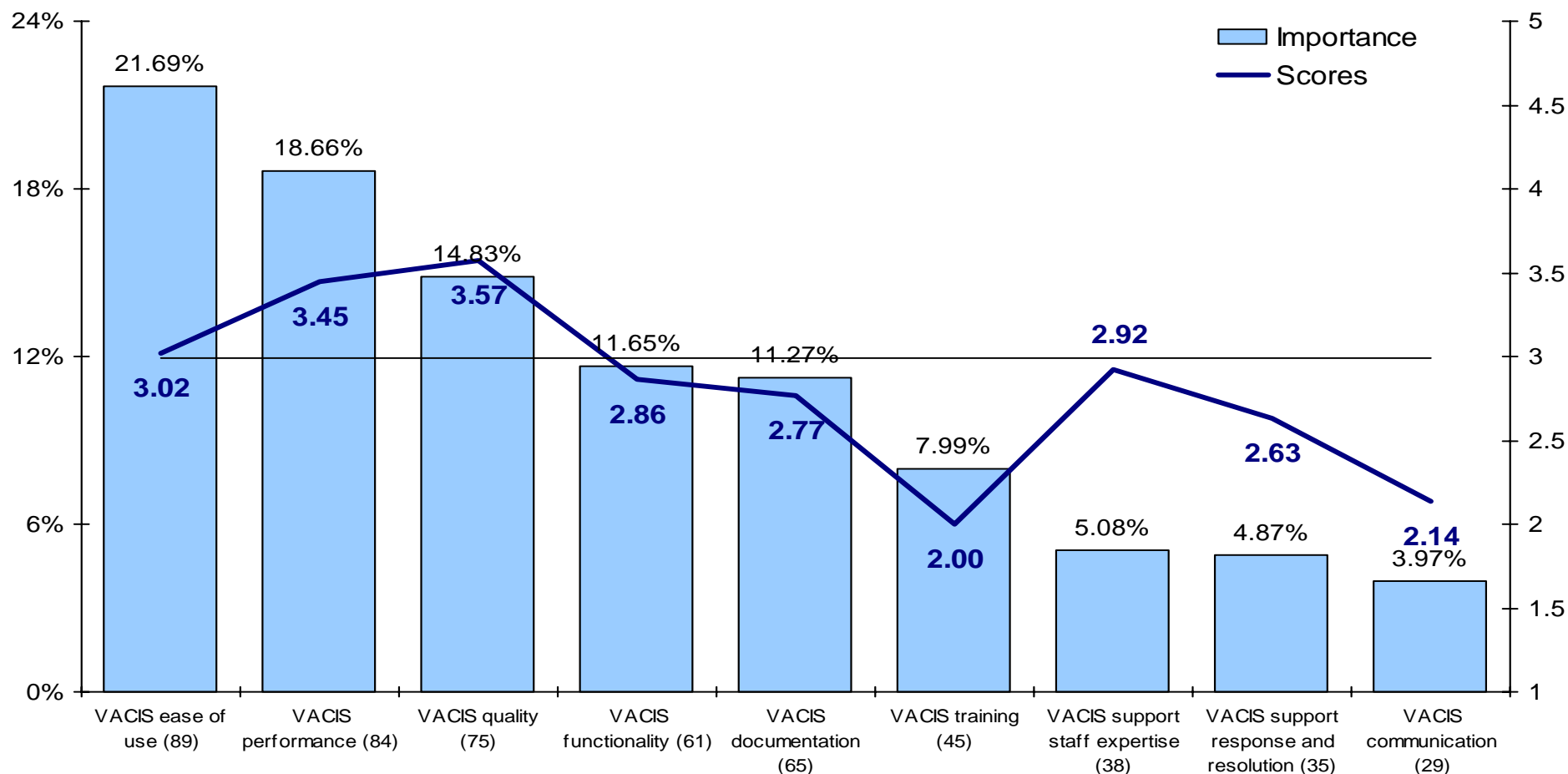
Importance



Appendix: VACIS

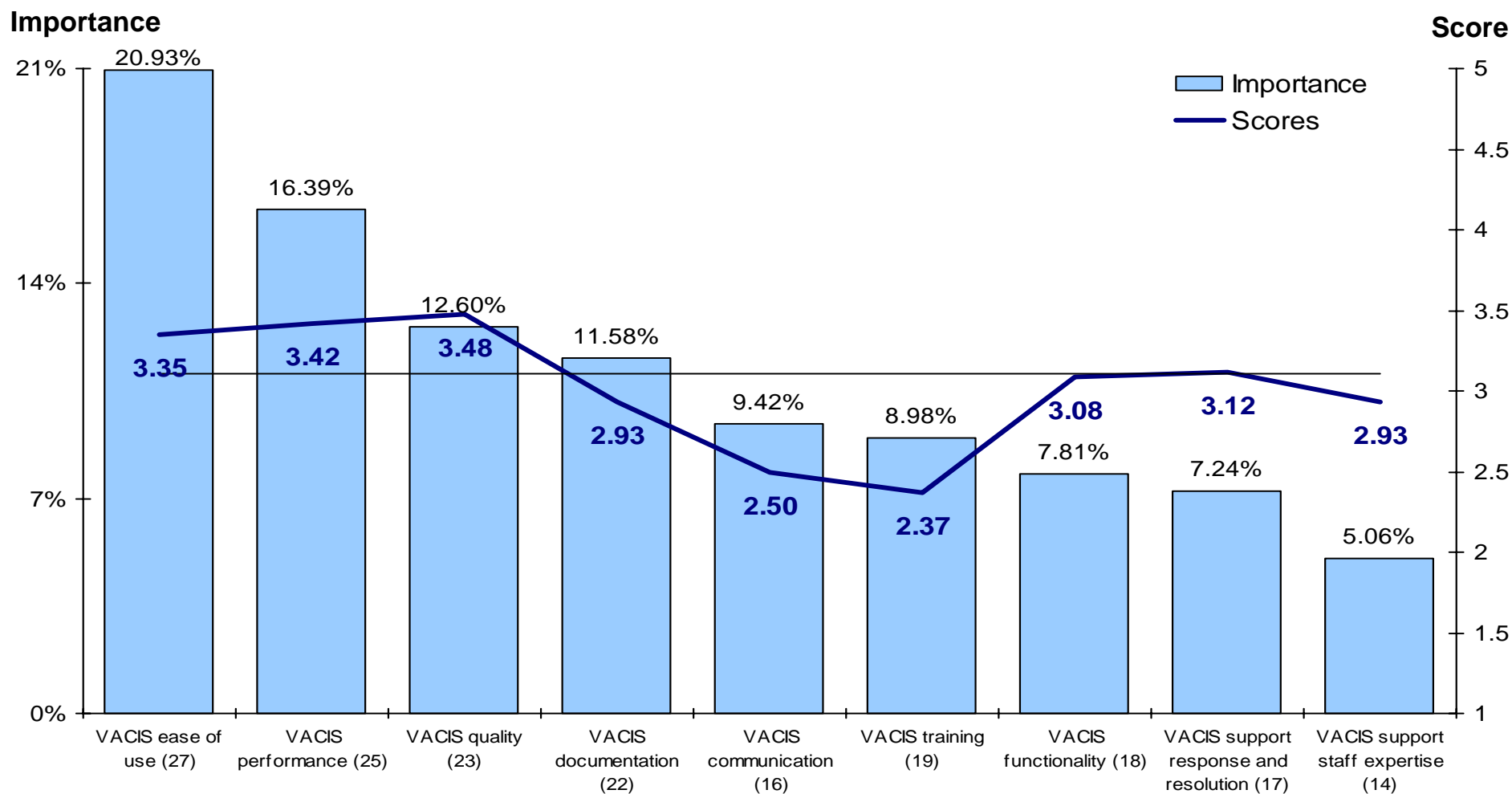
Program Unit: Foster Care (2.99,103)

Importance



Appendix: VACIS

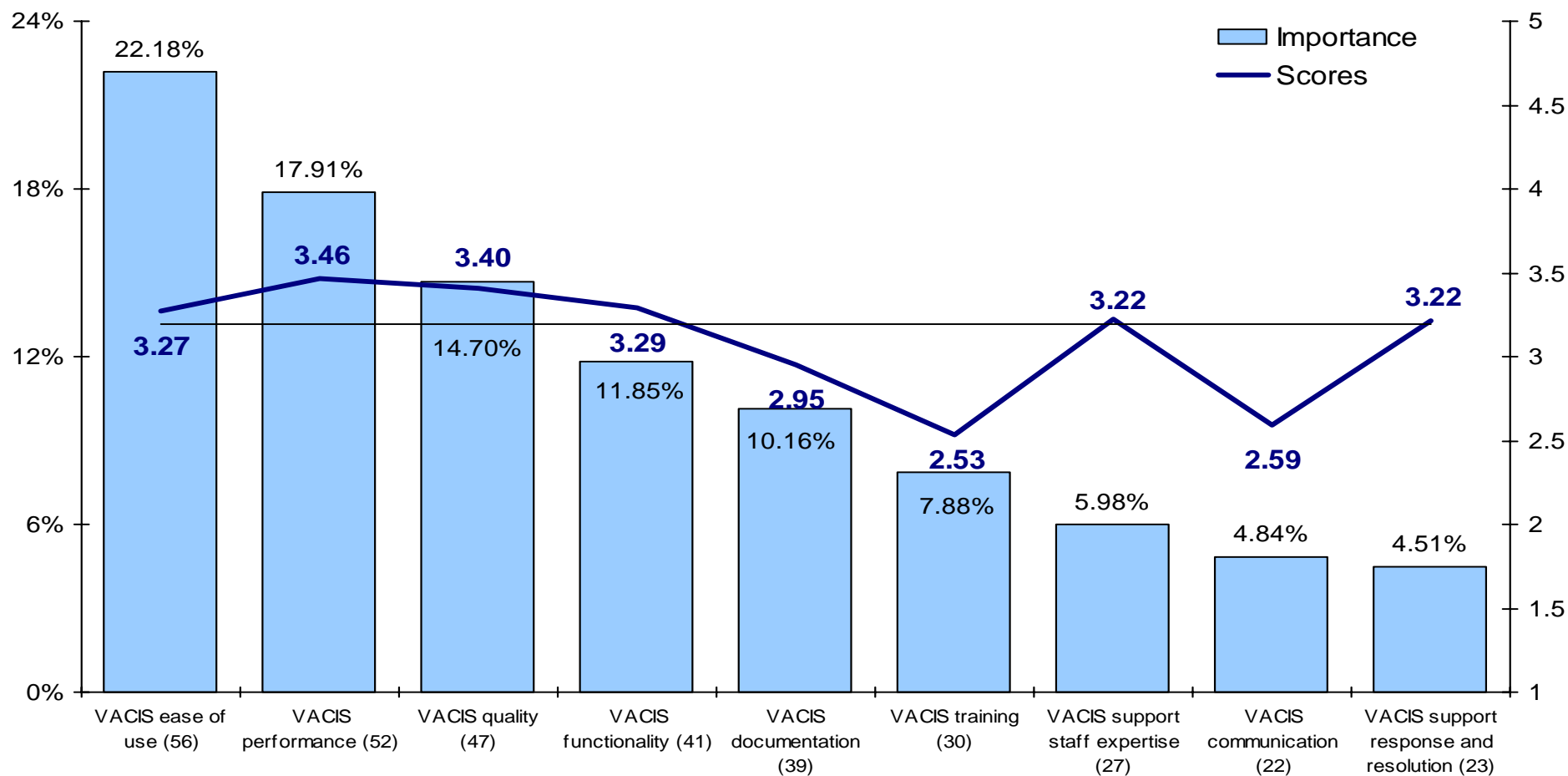
Program Unit: Fraud (3.1,31)



Appendix: VACIS

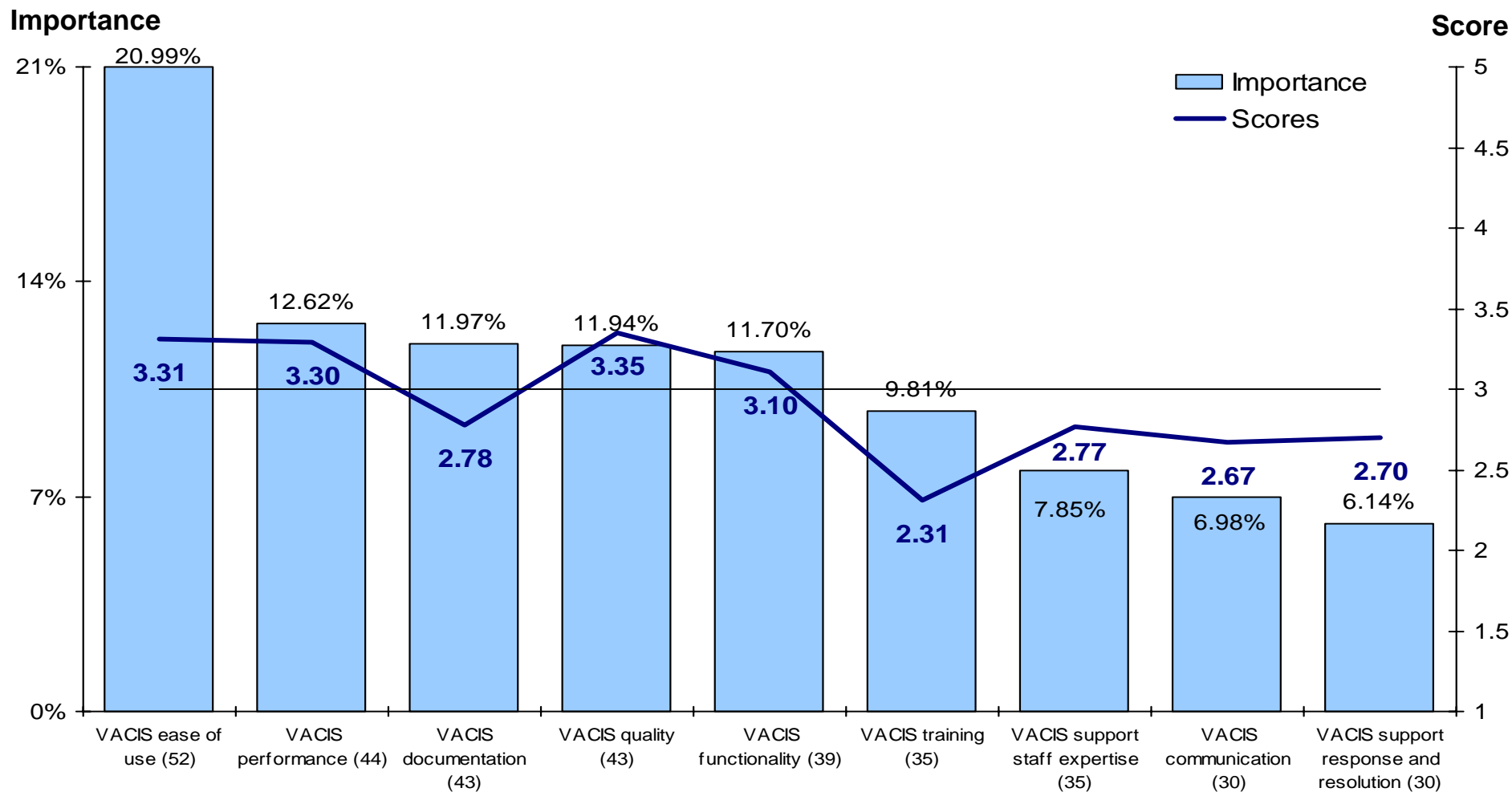
Program Unit: General Services (3.2,61)

Importance



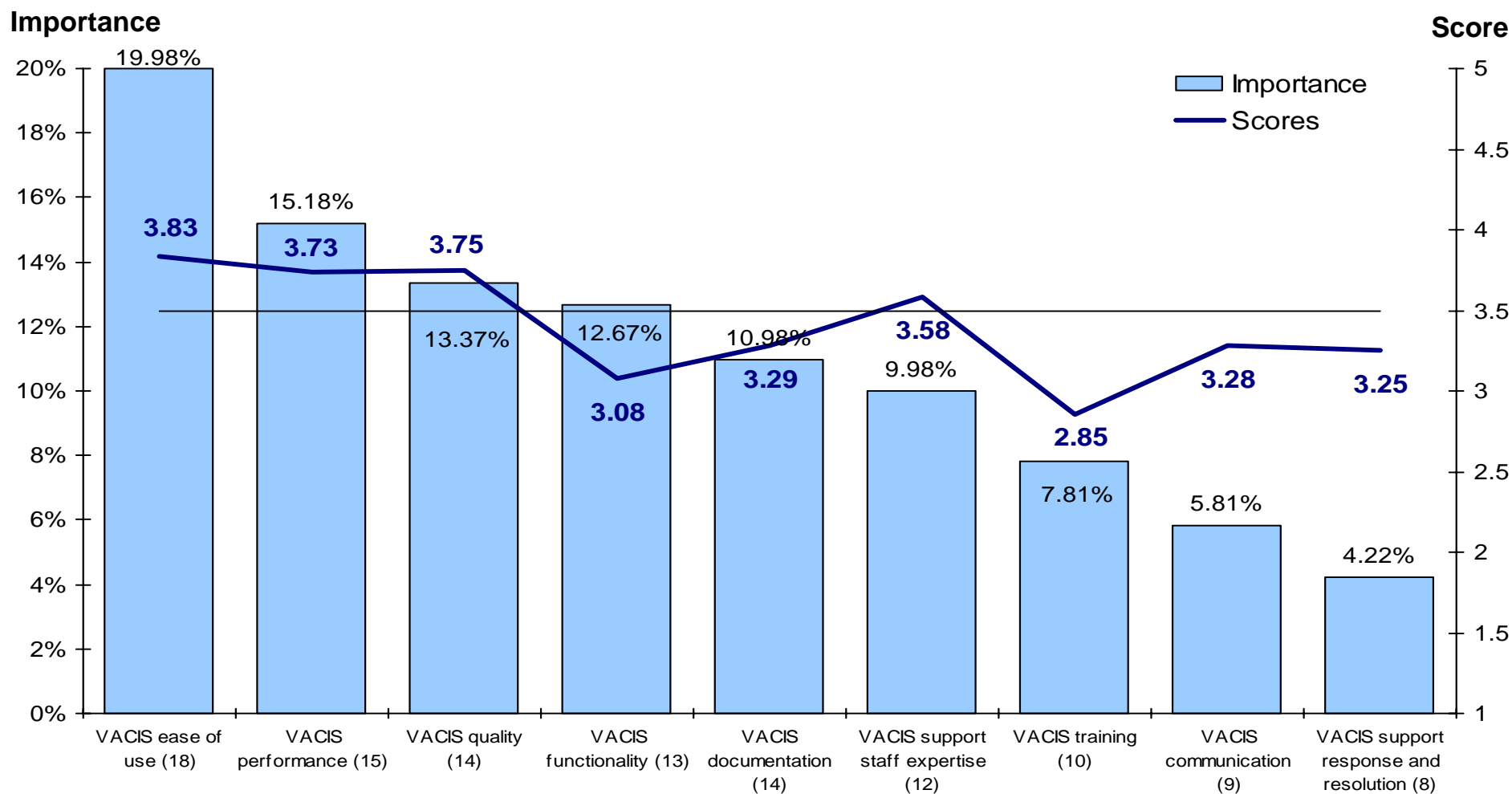
Appendix: VACIS

Program Unit: Generic Services (3,56)



Appendix: VACIS

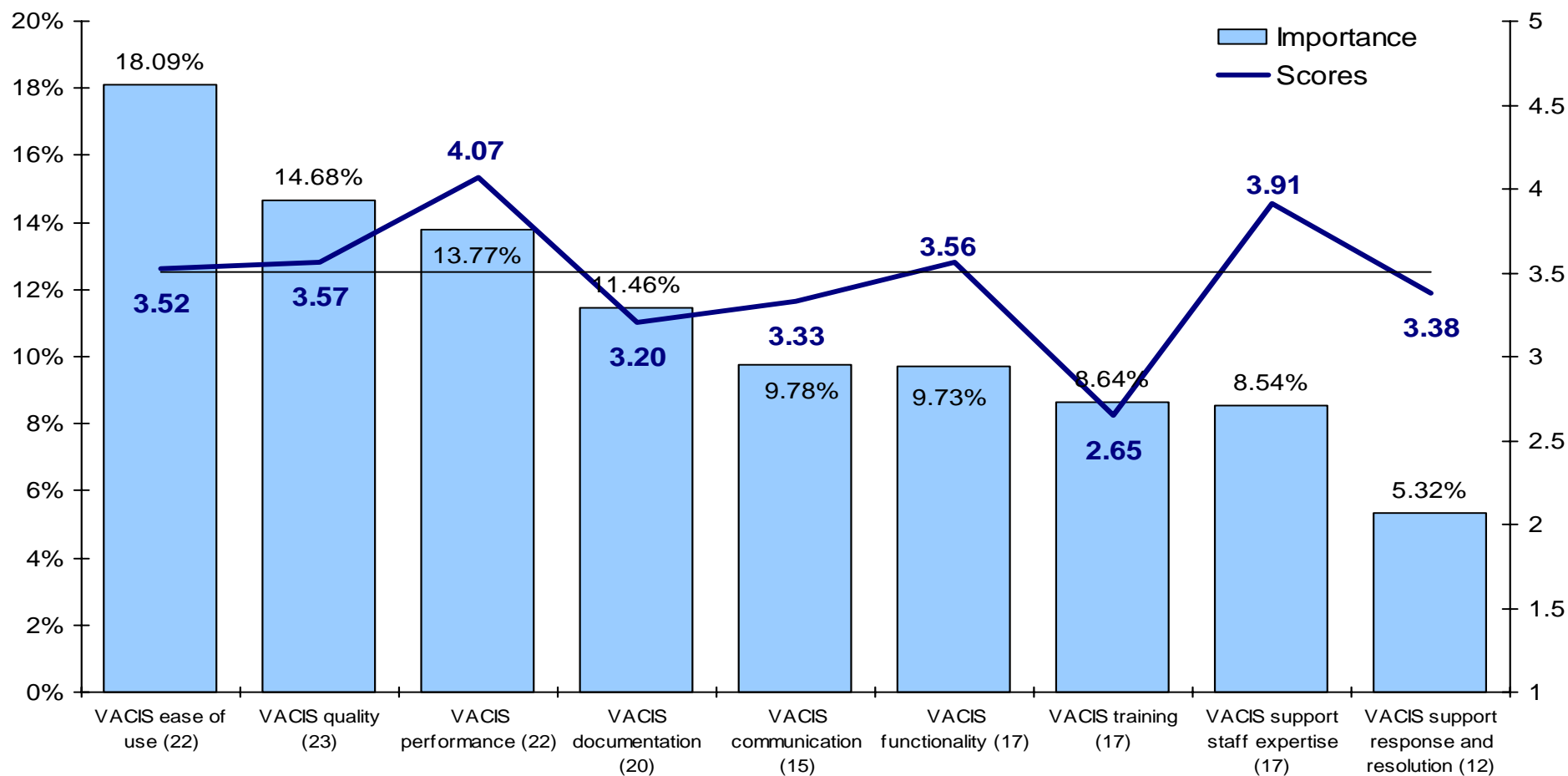
Program Unit: Human Resource Management (3.49,21)



Appendix: VACIS

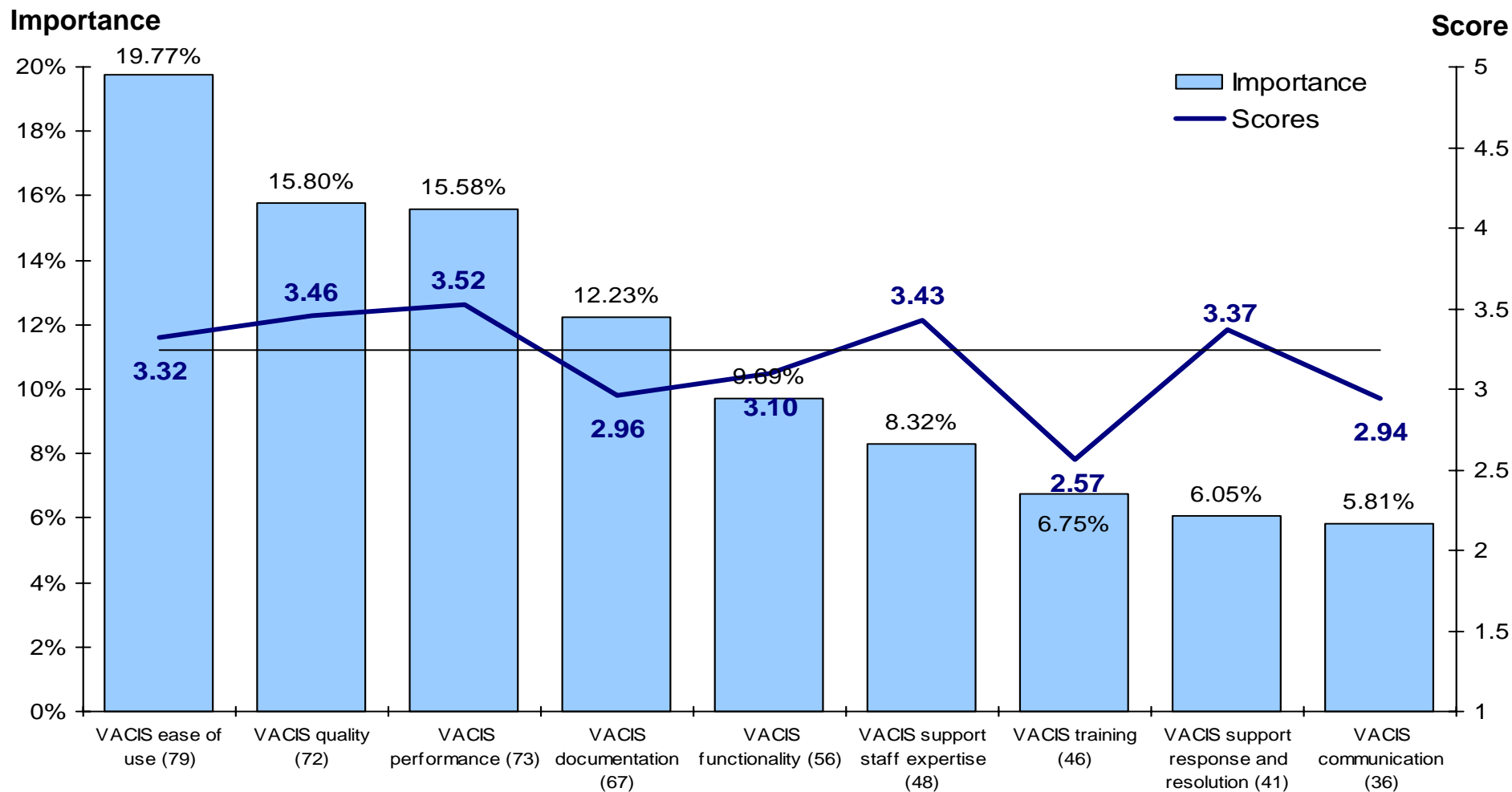
Program Unit: Information Systems (3.5,28)

Importance



Appendix: VACIS

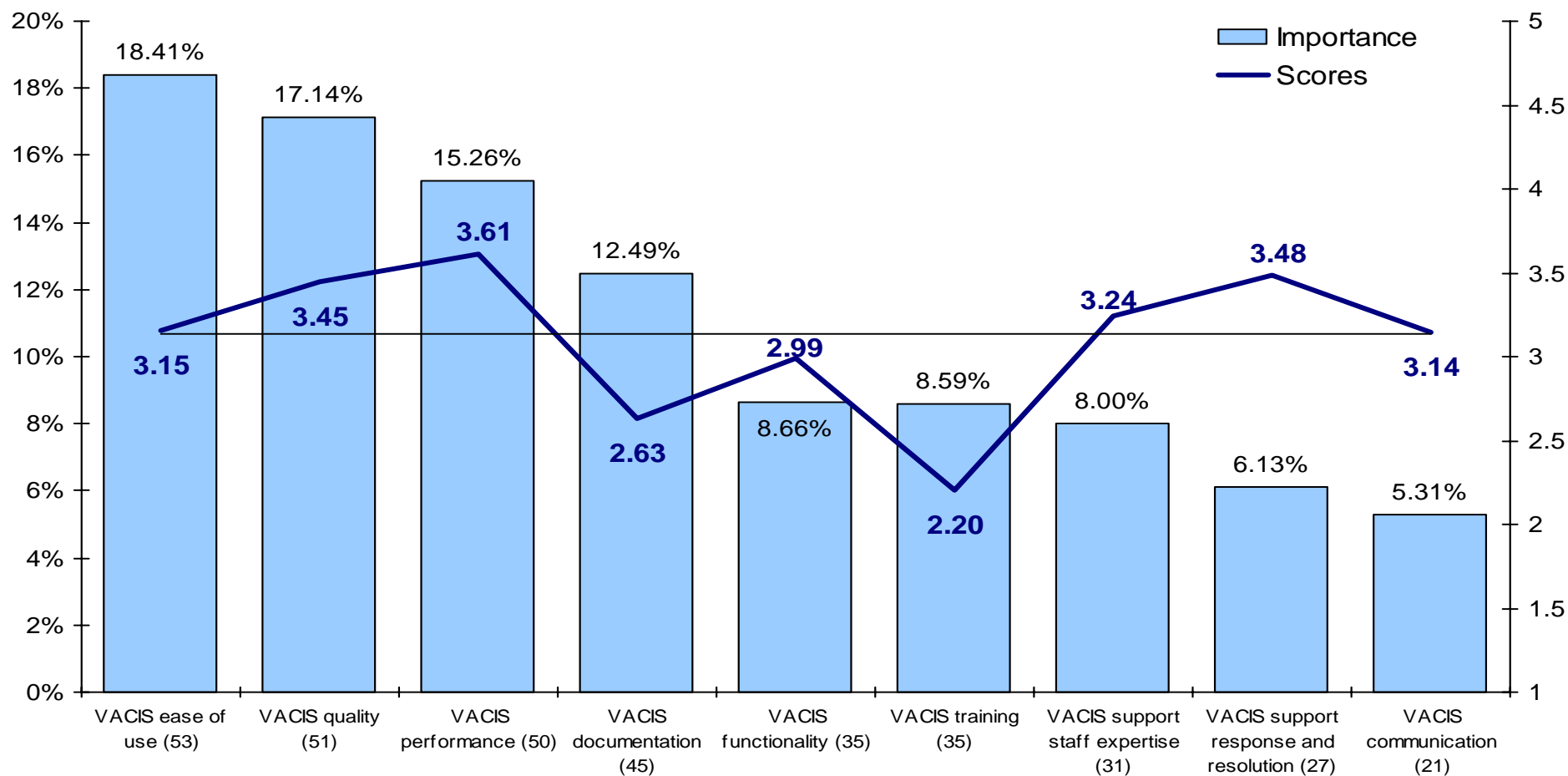
Program Unit: Medicaid (3.25,89)



Appendix: VACIS

Program Unit: TANF (3.14,63)

Importance



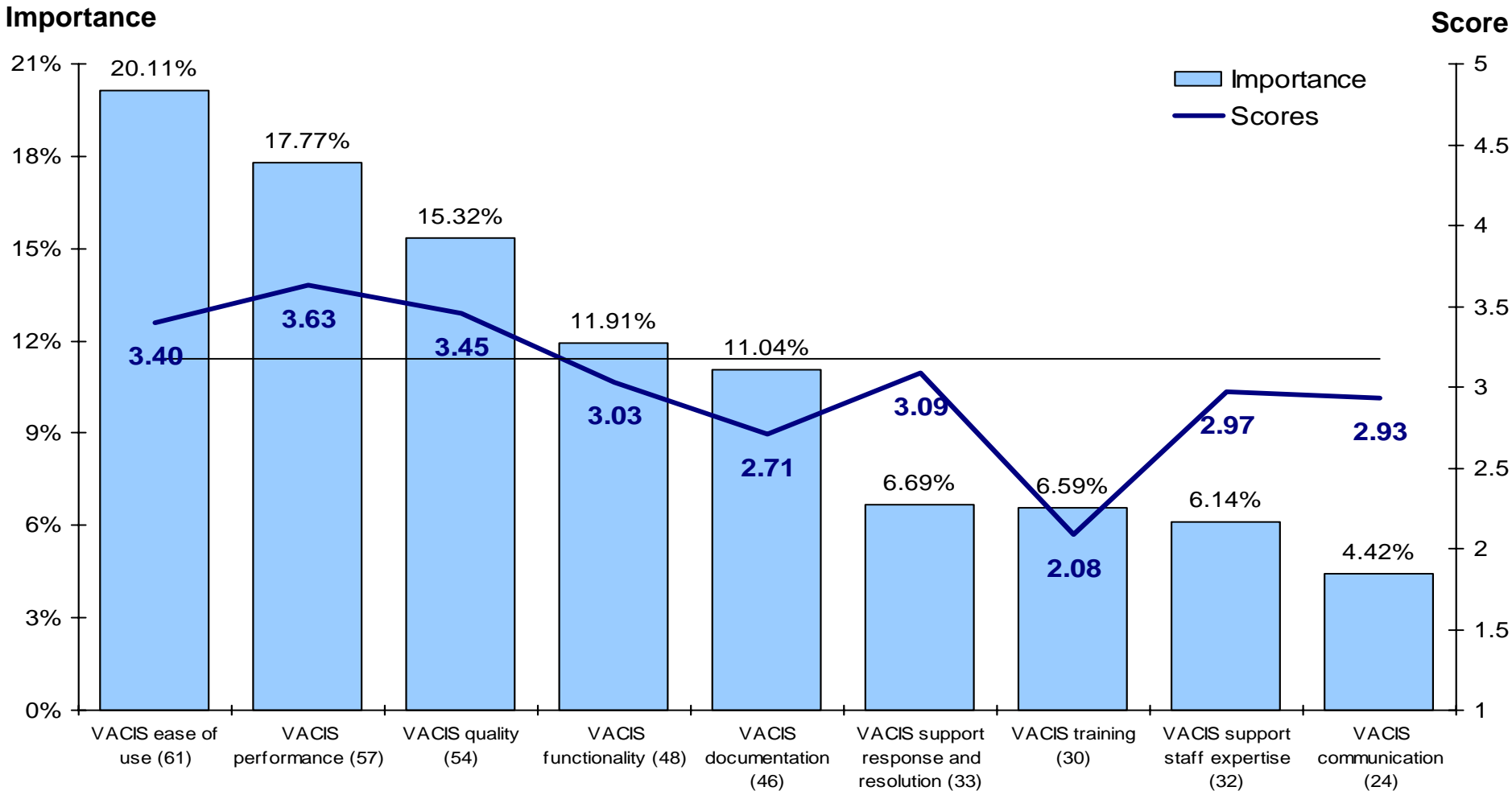
consulting

Gartner

Appendix: VACIS

Program Unit: VIEW FSET (3.17,65)

Importance





Appendix: VAMMIS

Detailed breakdown by:

Job Classification

Length working with VSSS

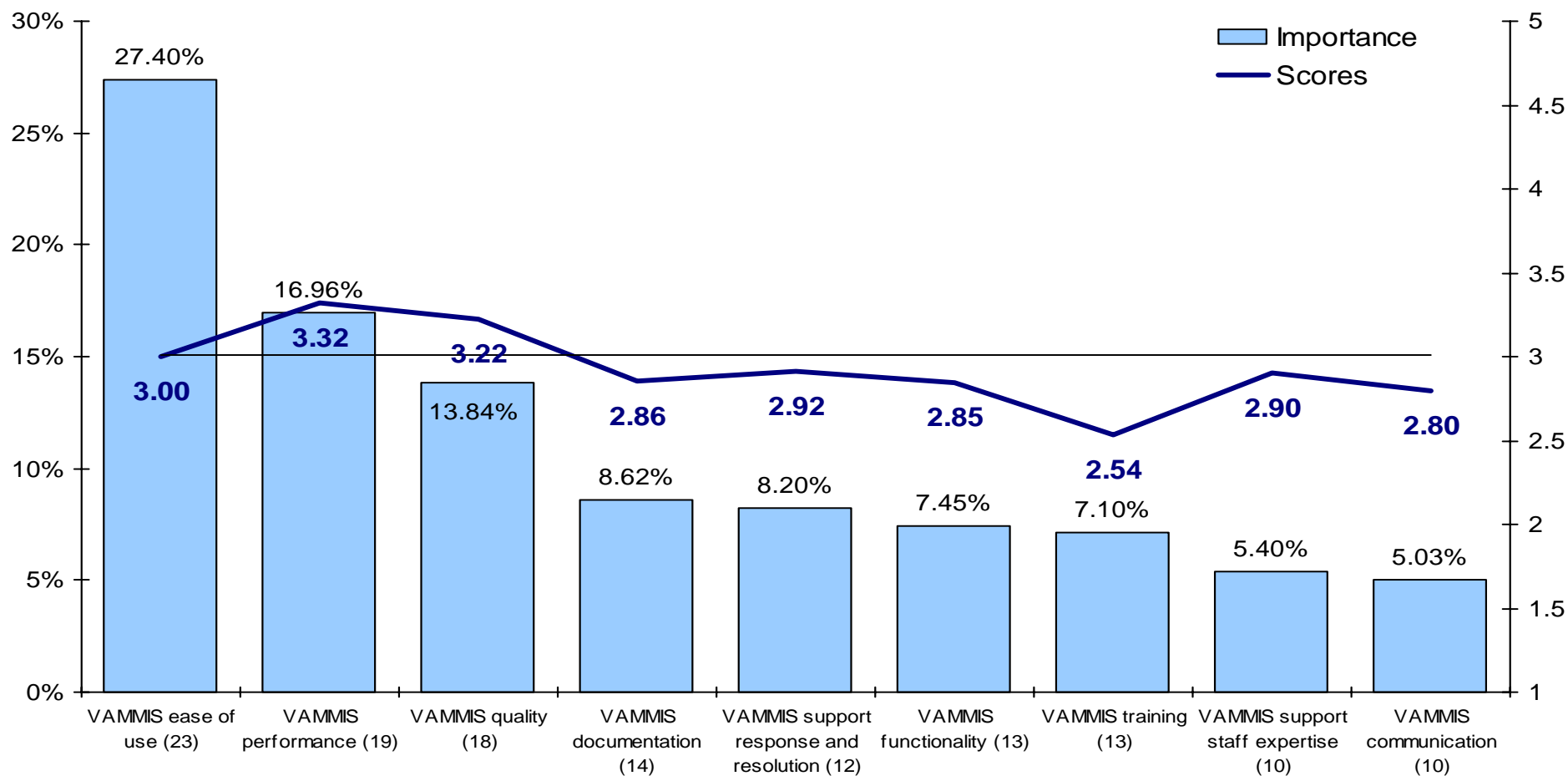
Region

Program Unit

Appendix: VAMMIS

Job Classification: Administrative/Financial Services Support Worker (3.01,24)

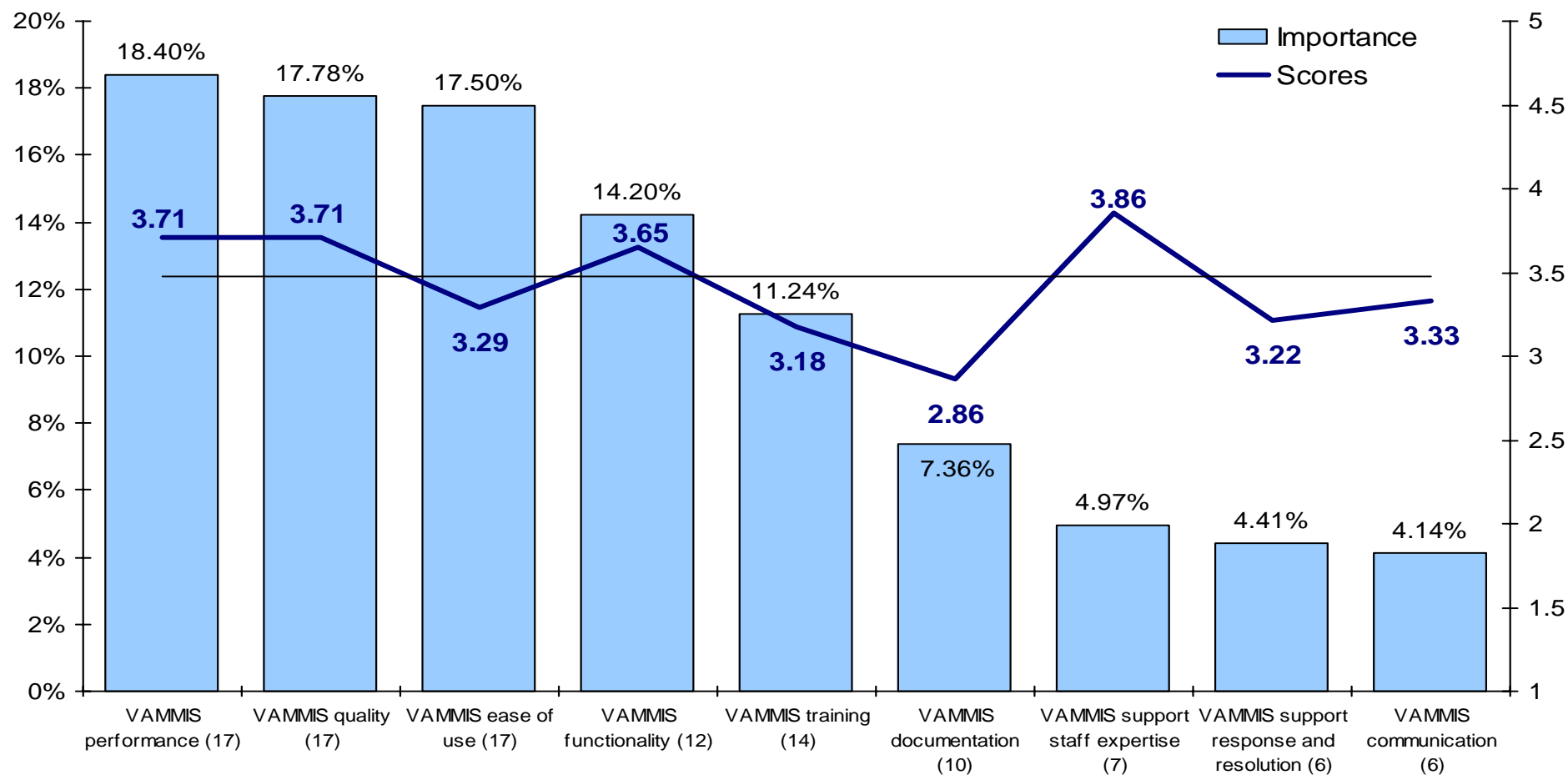
Importance



Appendix: VAMMIS

Job Classification: Child Support Enforcement Worker (3.47,20)

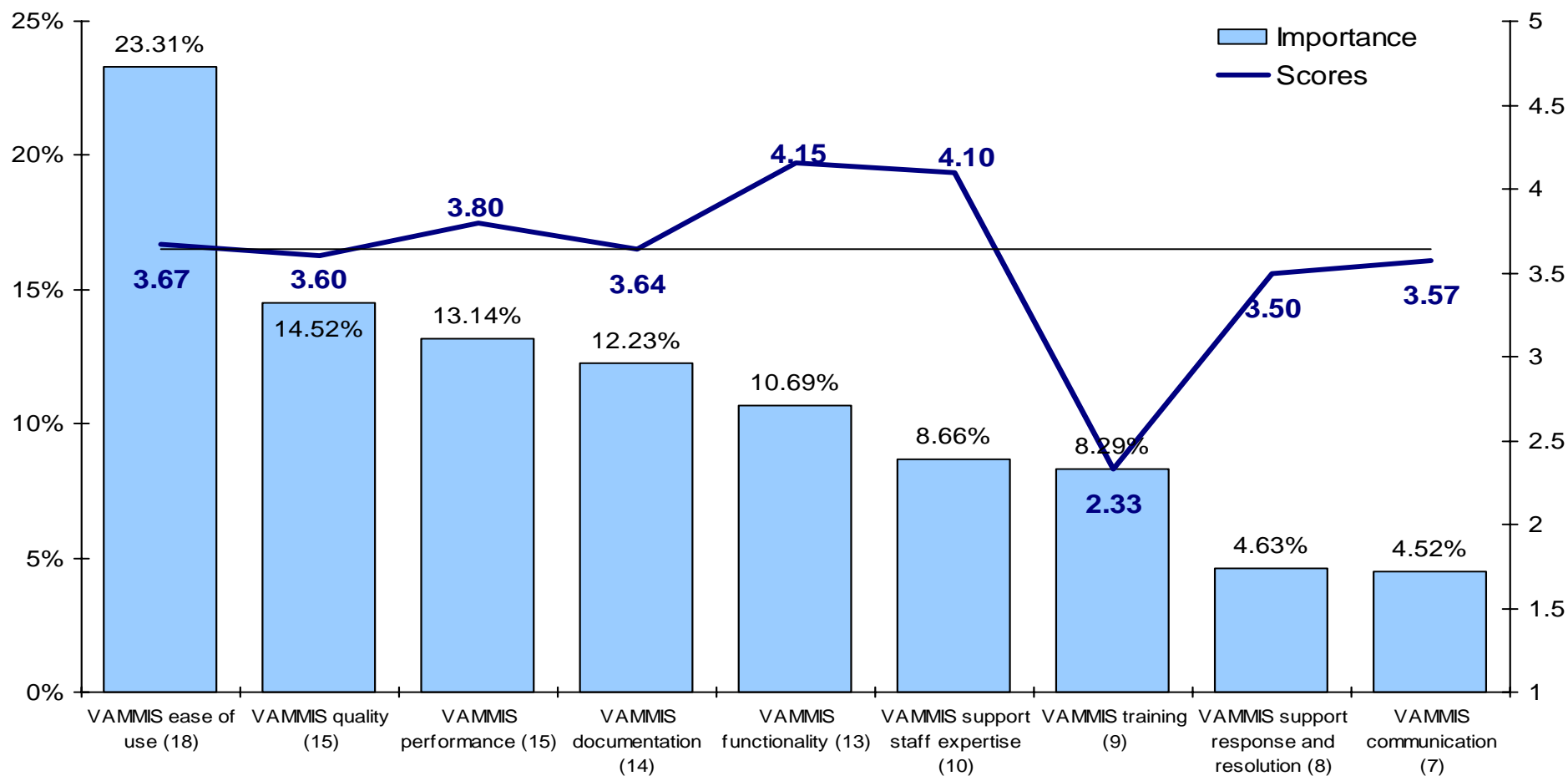
Importance



Appendix: VAMMIS

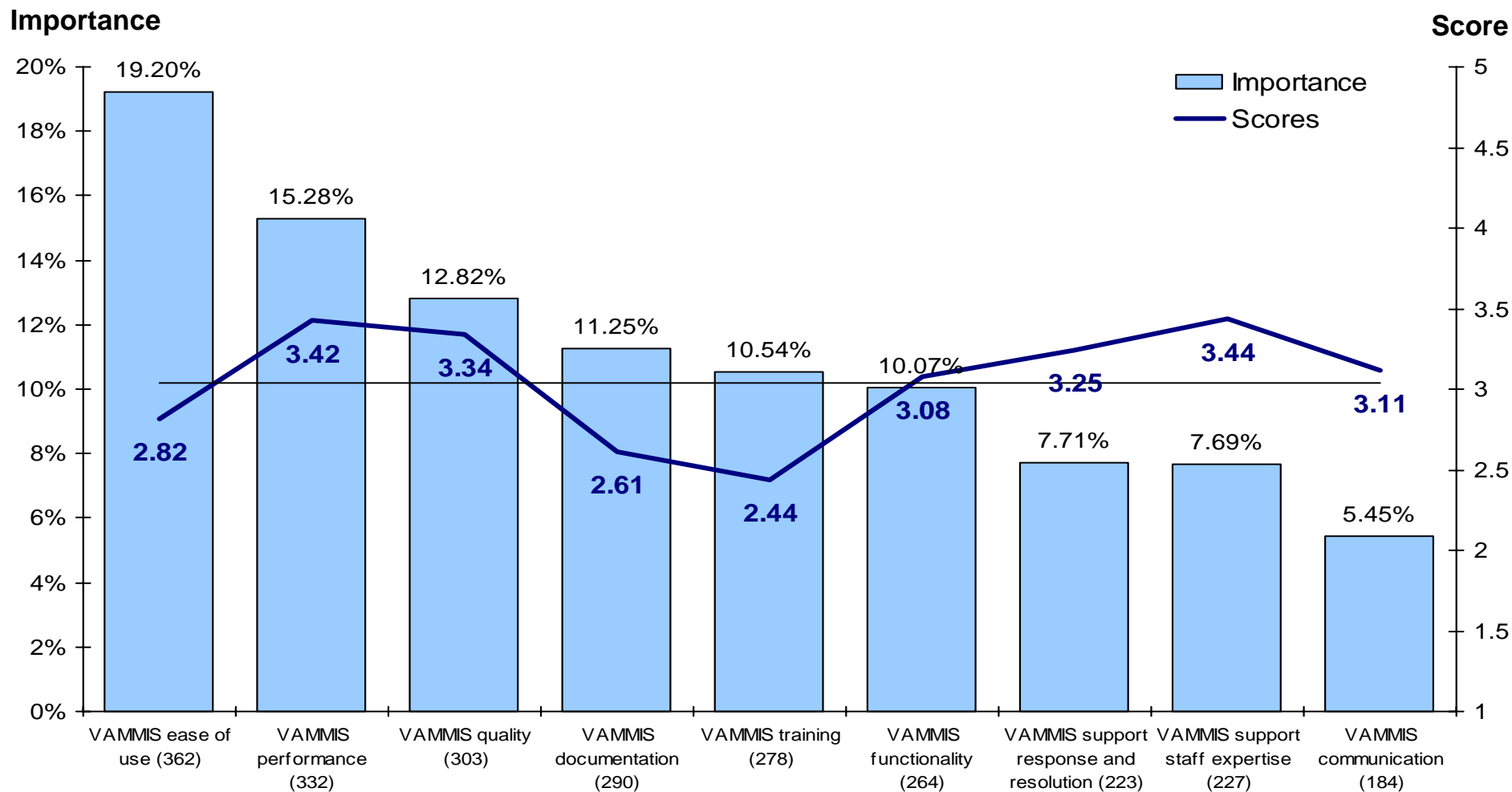
Job Classification: Clerical Worker (3.64,19)

Importance



Appendix: VAMMIS

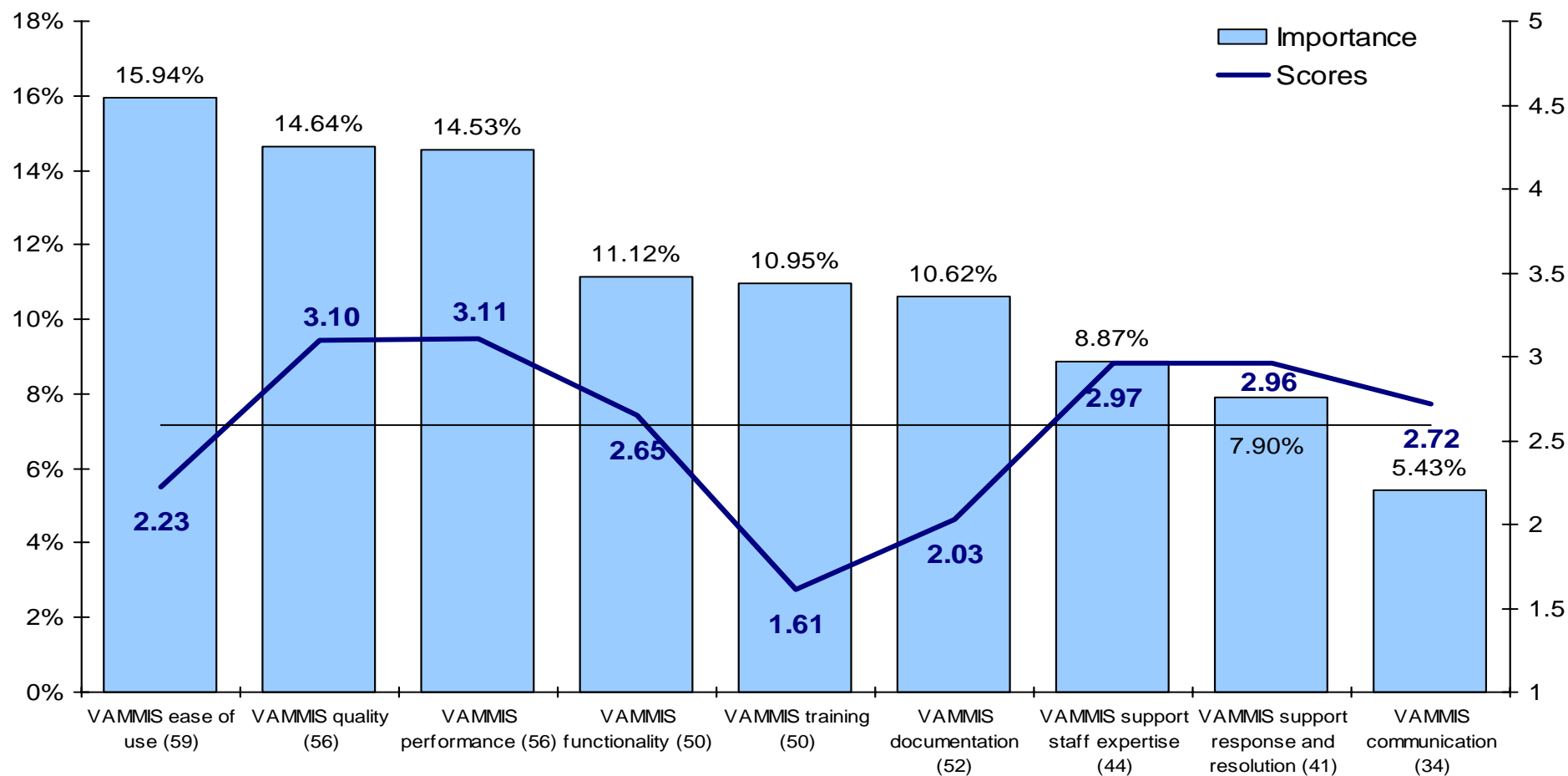
Job Classification: Eligibility/Benefits Worker (3.04,378)



Appendix: VAMMIS

Job Classification: Program Supervisor (2.59,61)

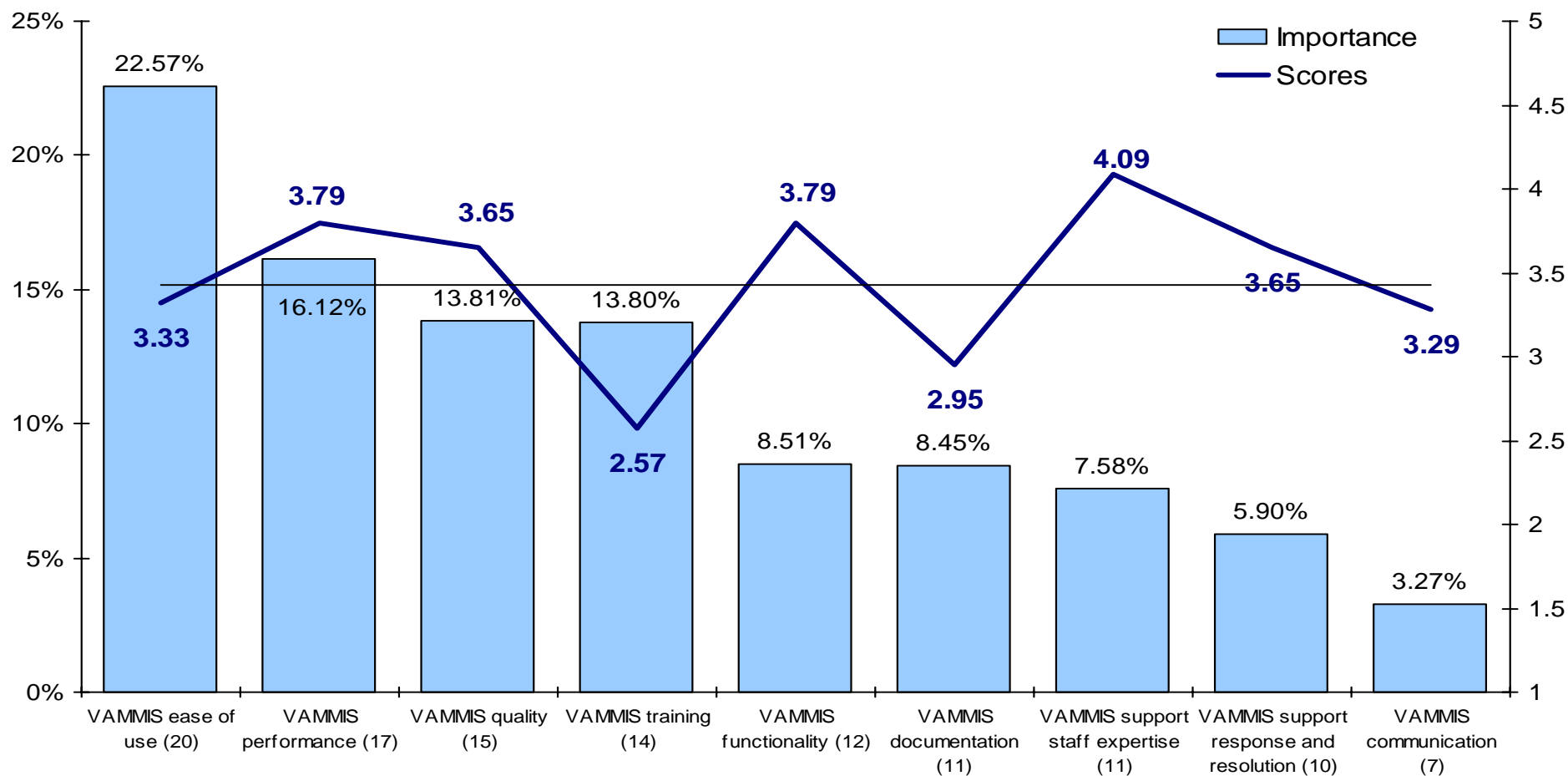
Importance



Appendix: VAMMIS

Length: Less than 1 year (3.43,21)

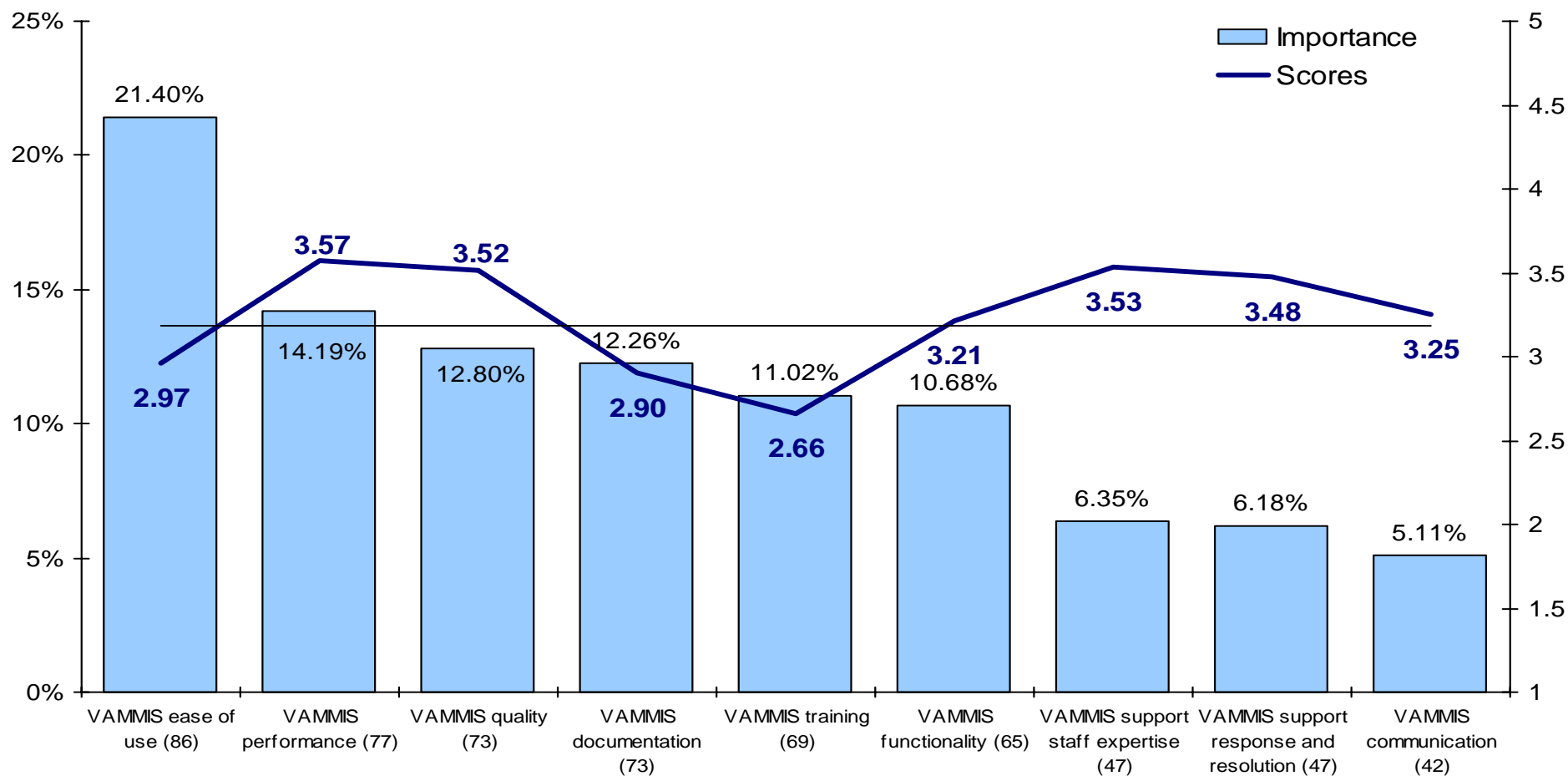
Importance



Appendix: VAMMIS

Length: 1 to 5 years (3.19,93)

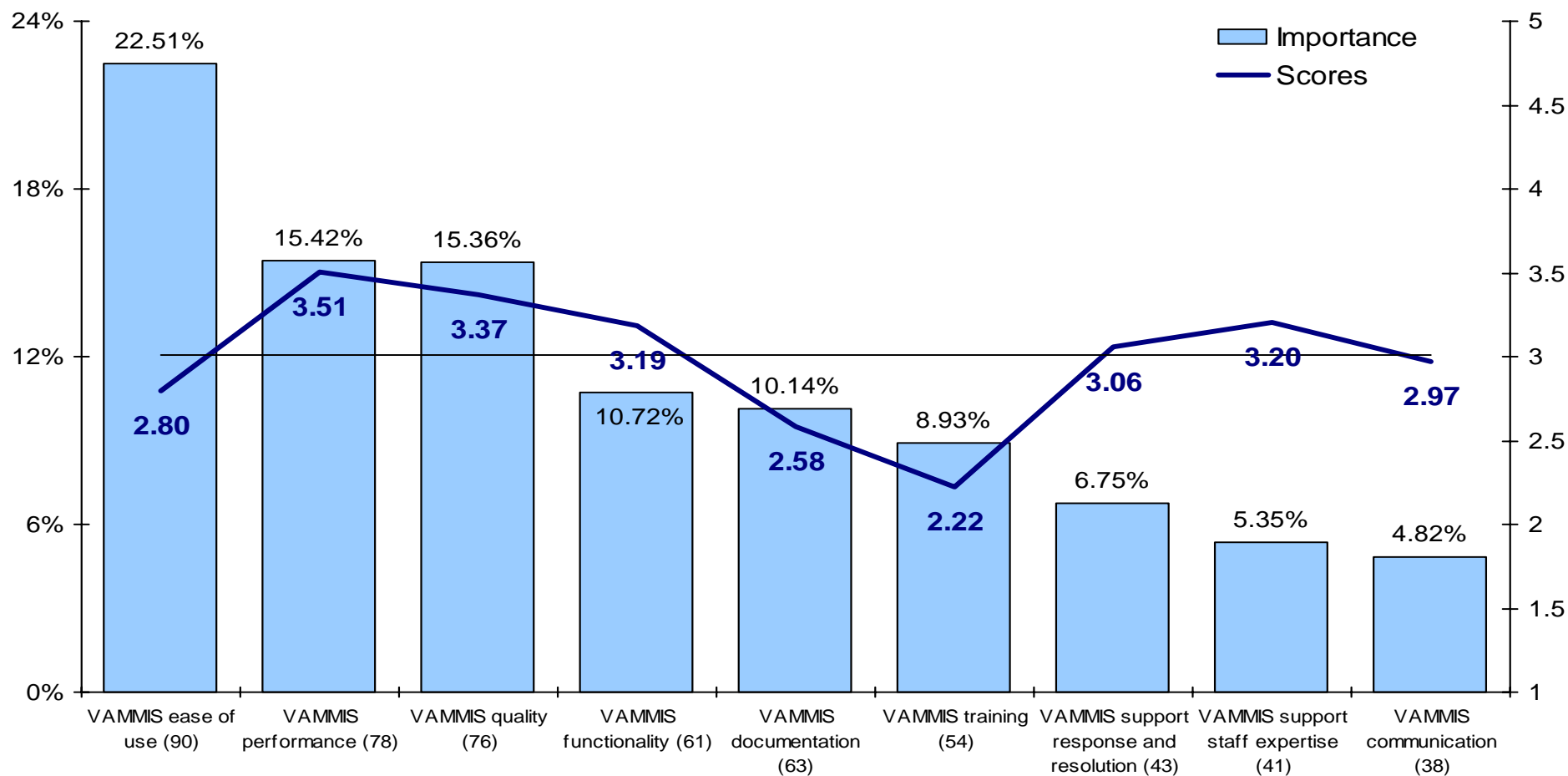
Importance



Appendix: VAMMIS

Length: 5 to 10 years (3.01,94)

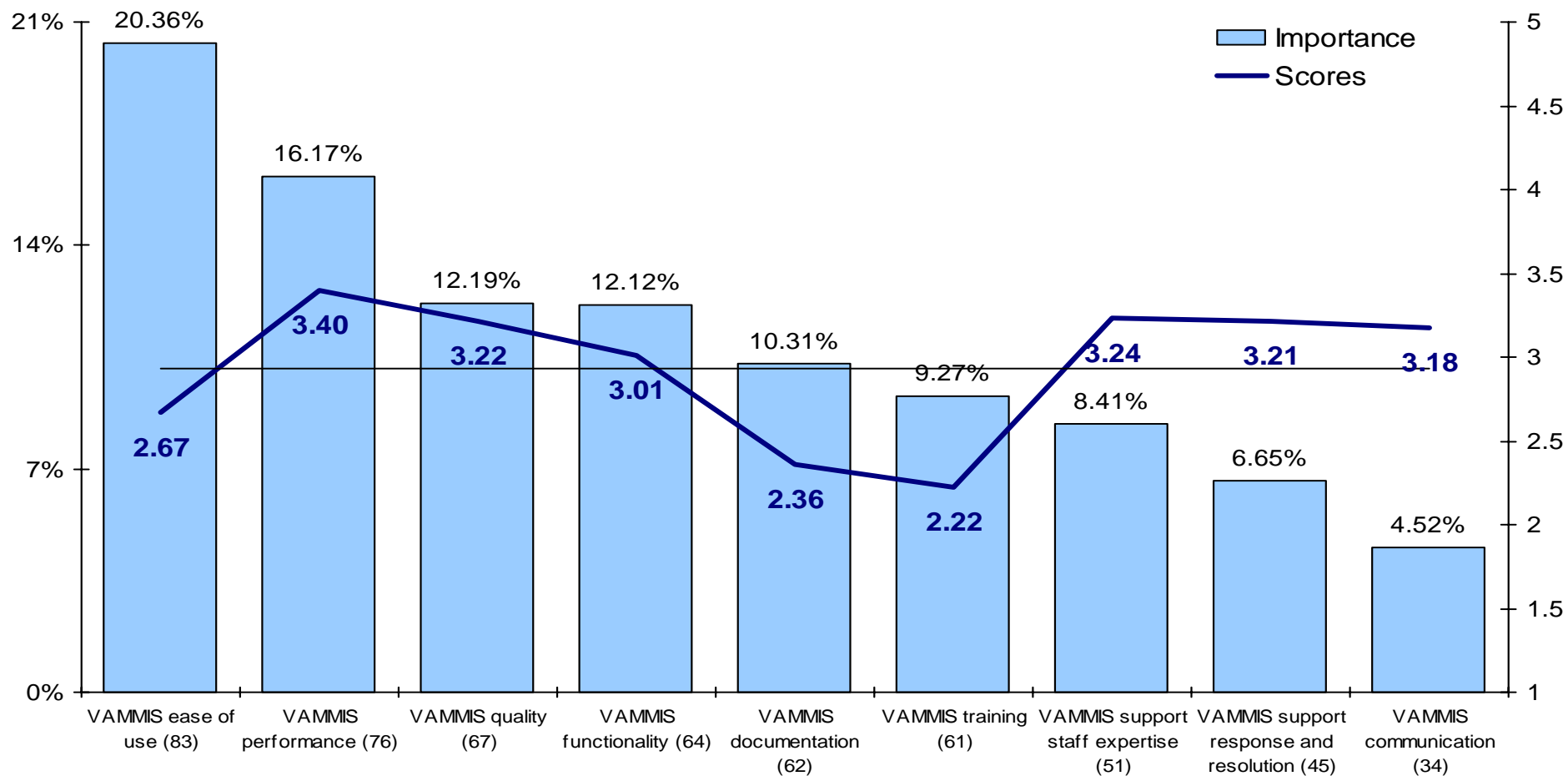
Importance



Appendix: VAMMIS

Length: 10 to 15 years (2.93,87)

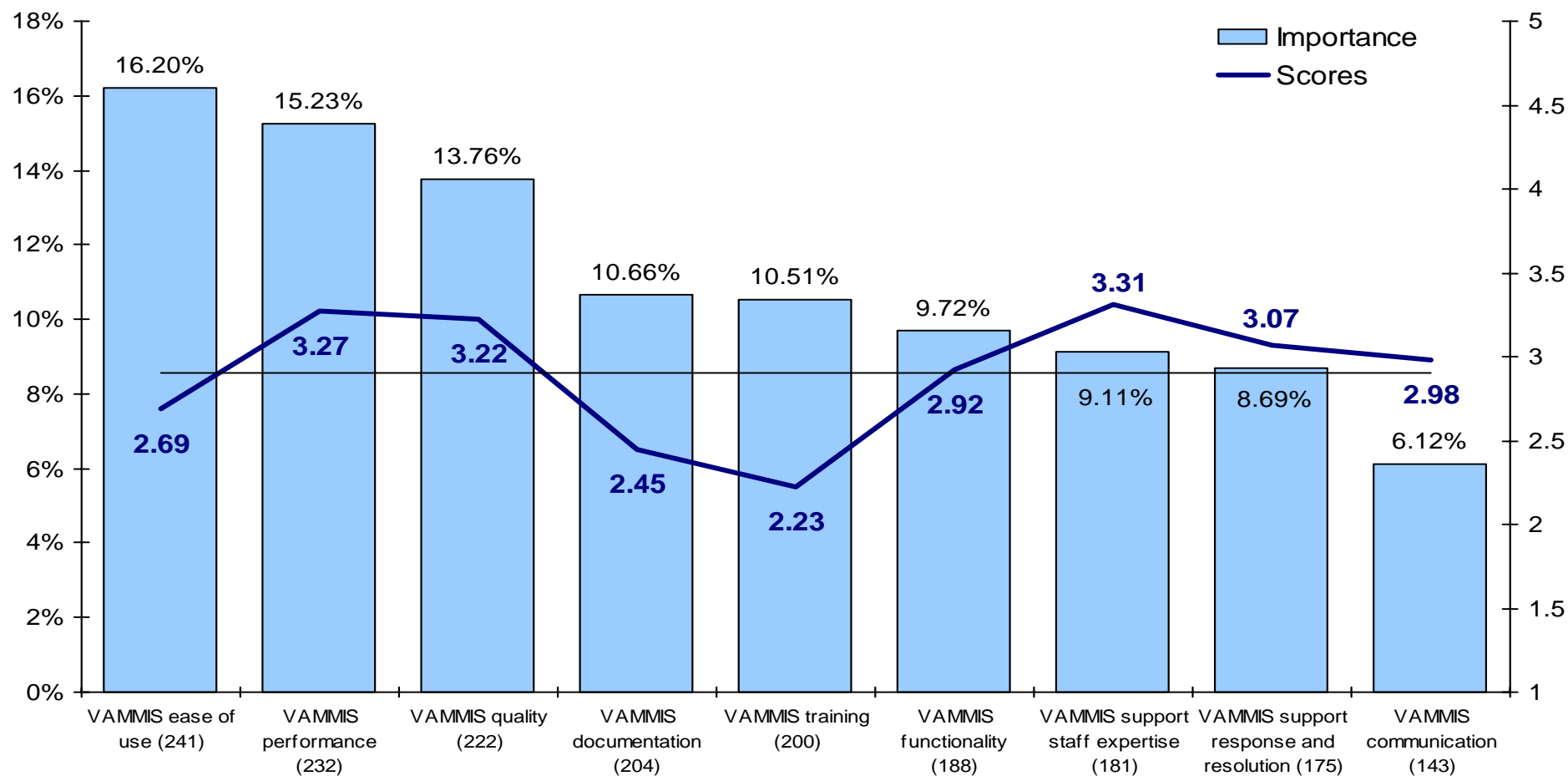
Importance



Appendix: VAMMIS

Length: More than 15 years (2.91,255)

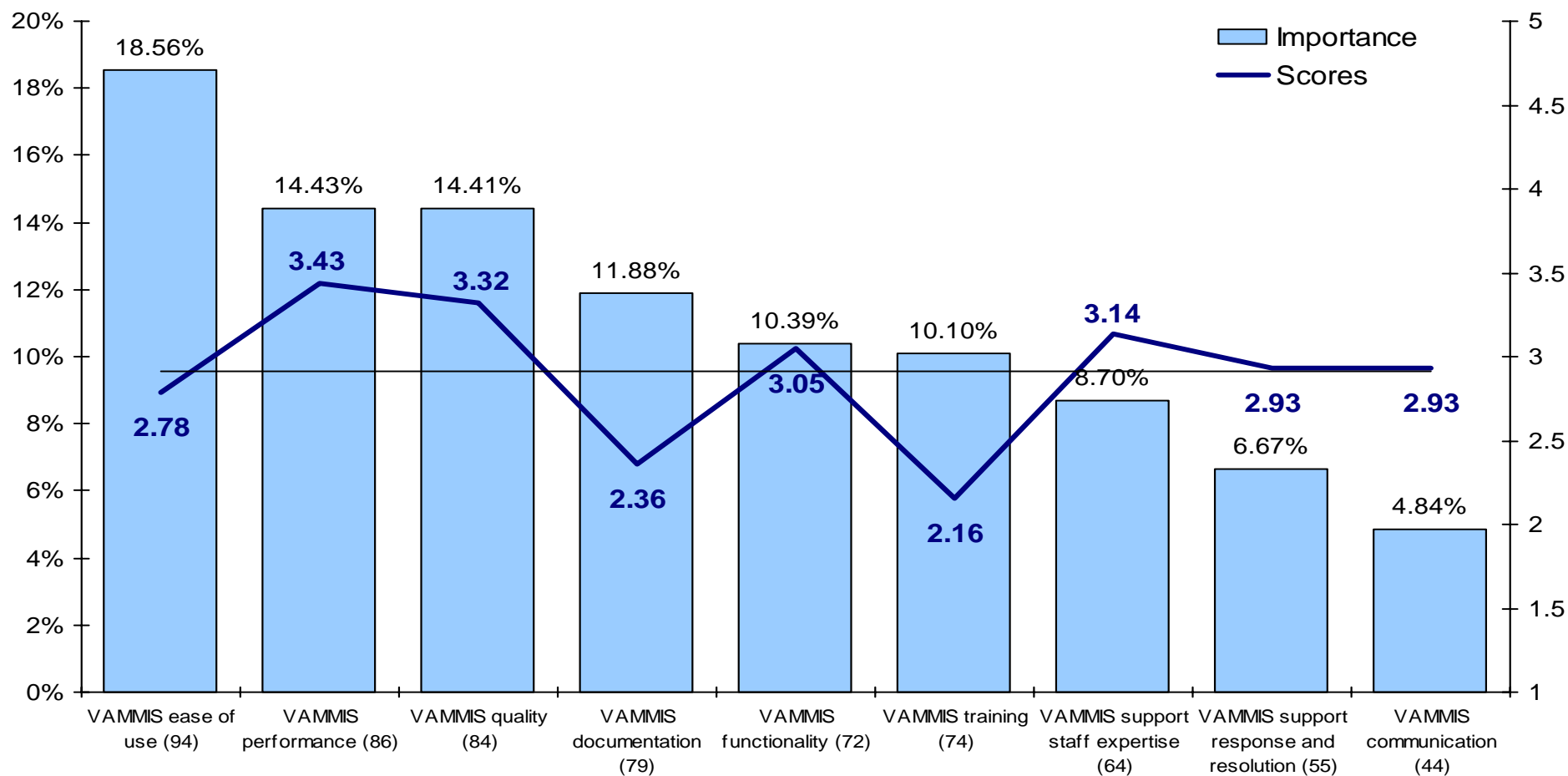
Importance



Appendix: VAMMIS

Region: Central (2.92,101)

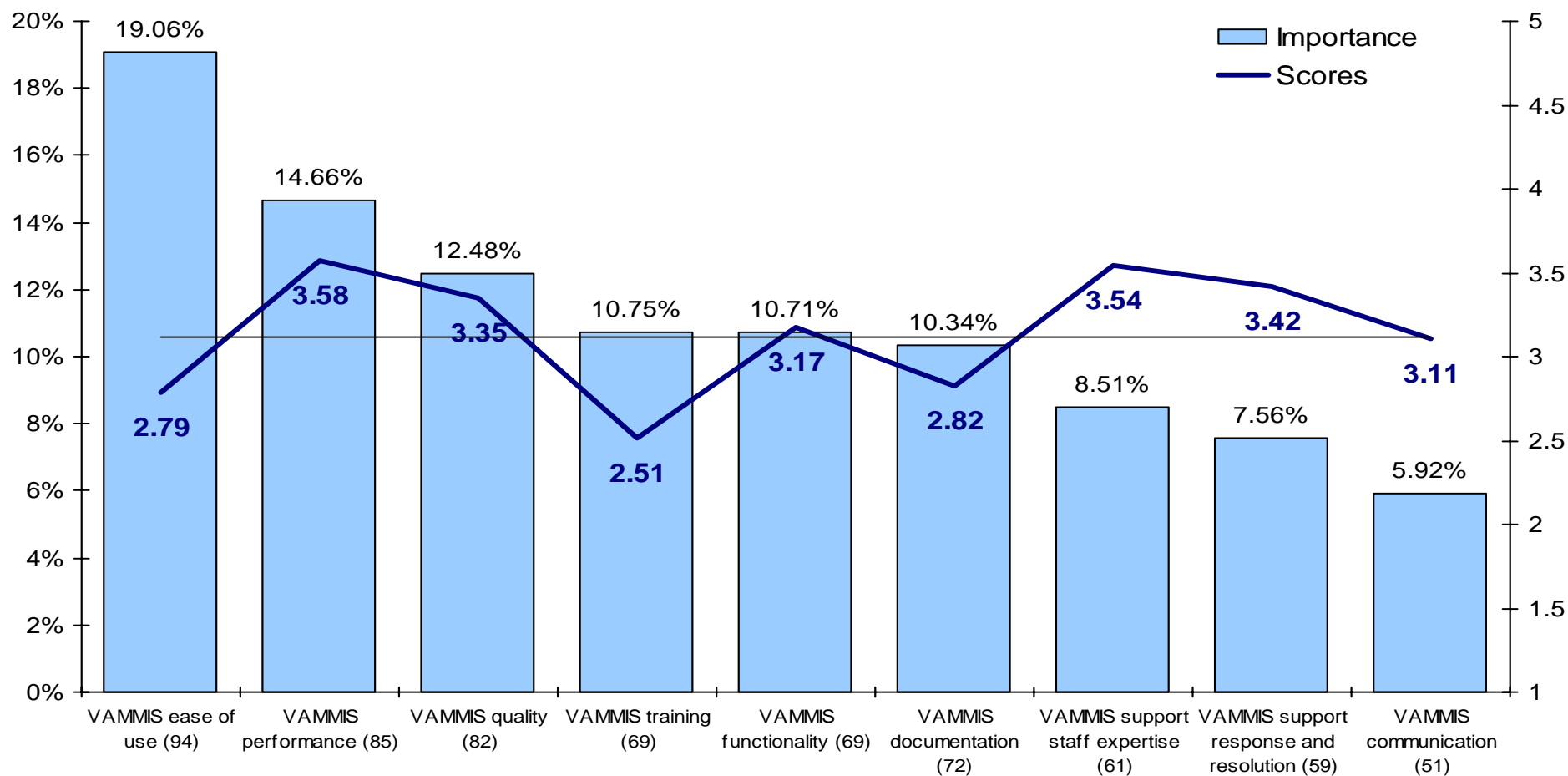
Importance



Appendix: VAMMIS

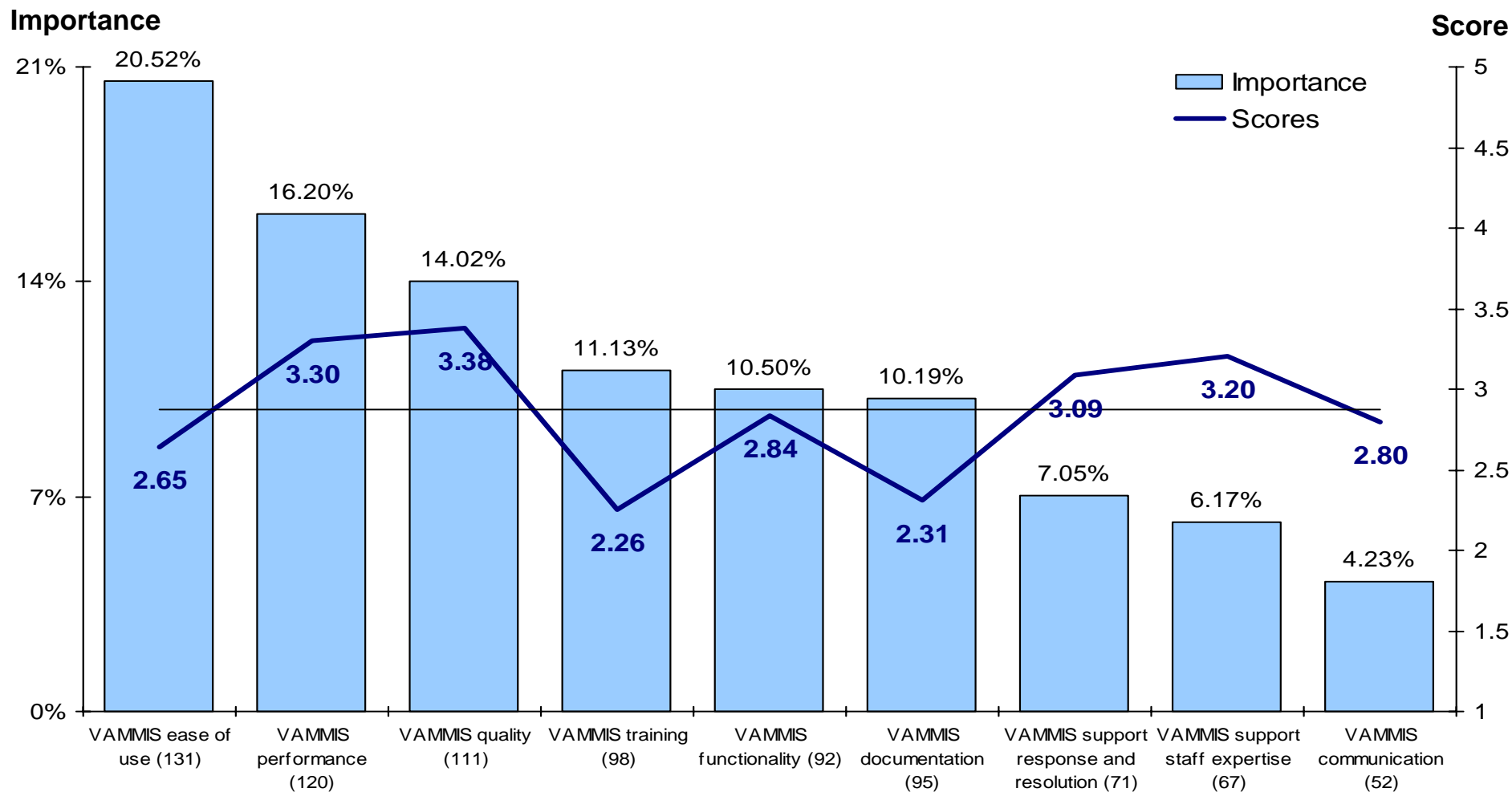
Region: Eastern (3.12,98)

Importance



Appendix: VAMMIS

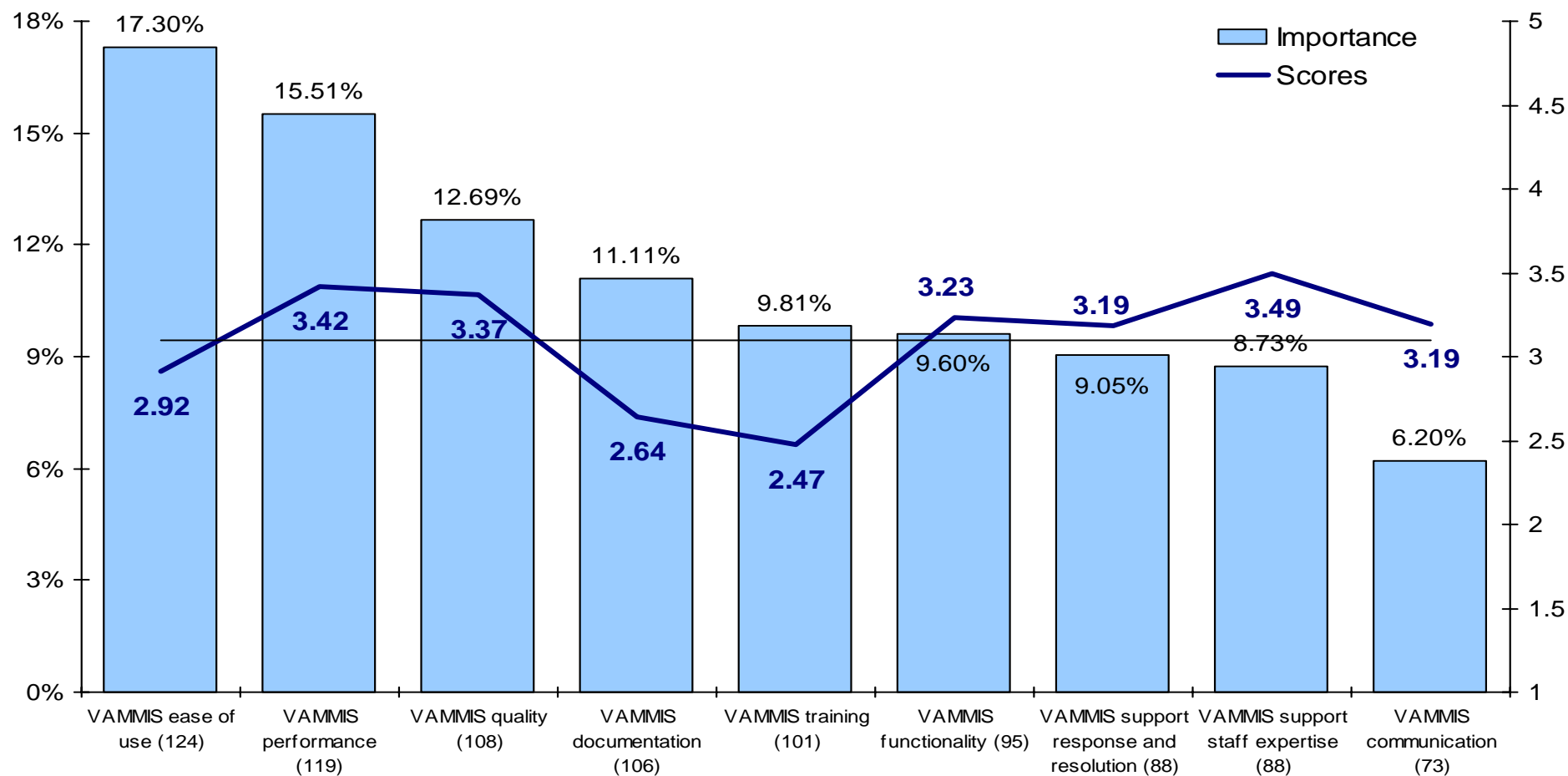
Region: Northern (2.87,141)



Appendix: VAMMIS

Region: Piedmont (3,128)

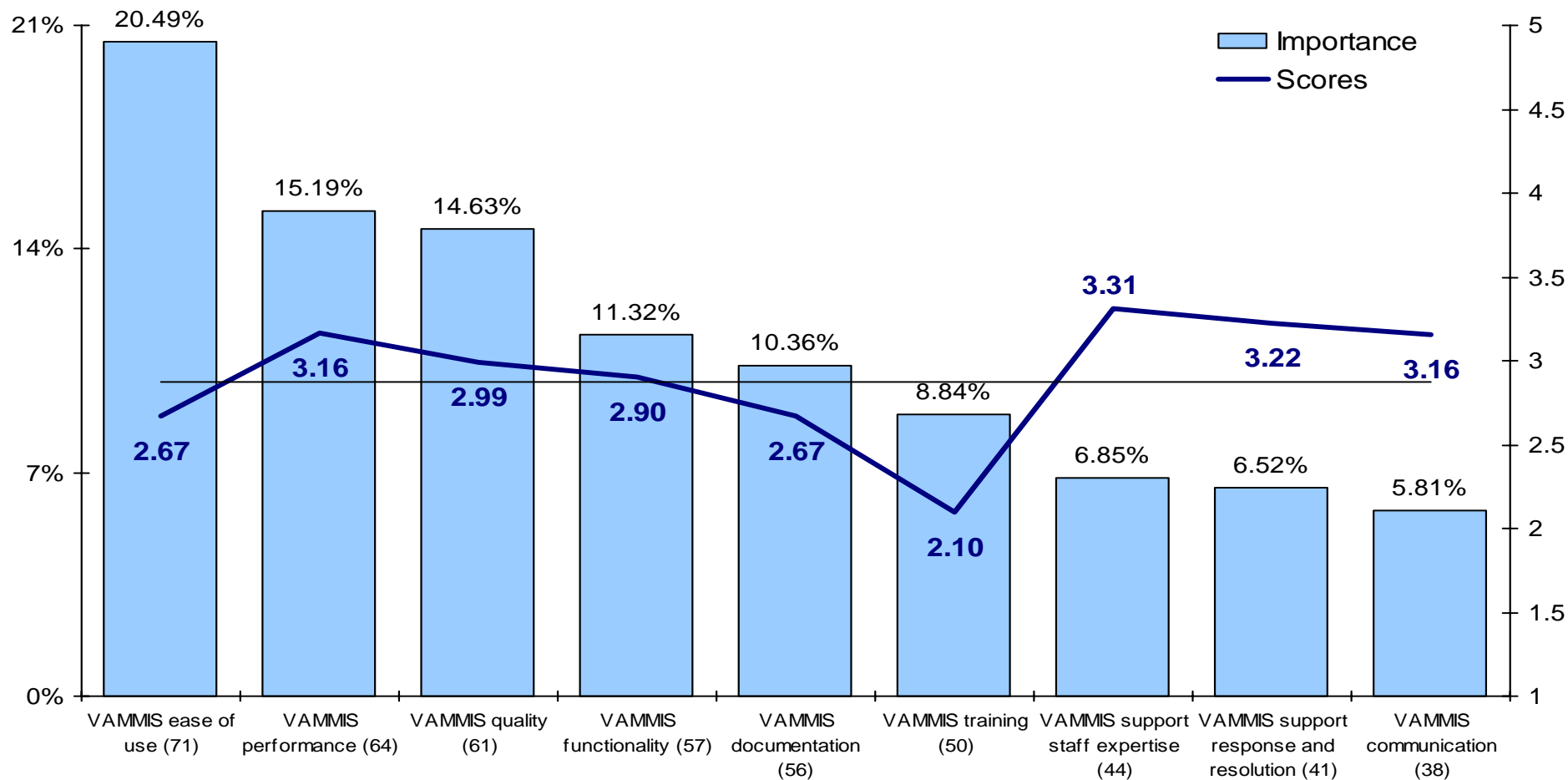
Importance



Appendix: VAMMIS

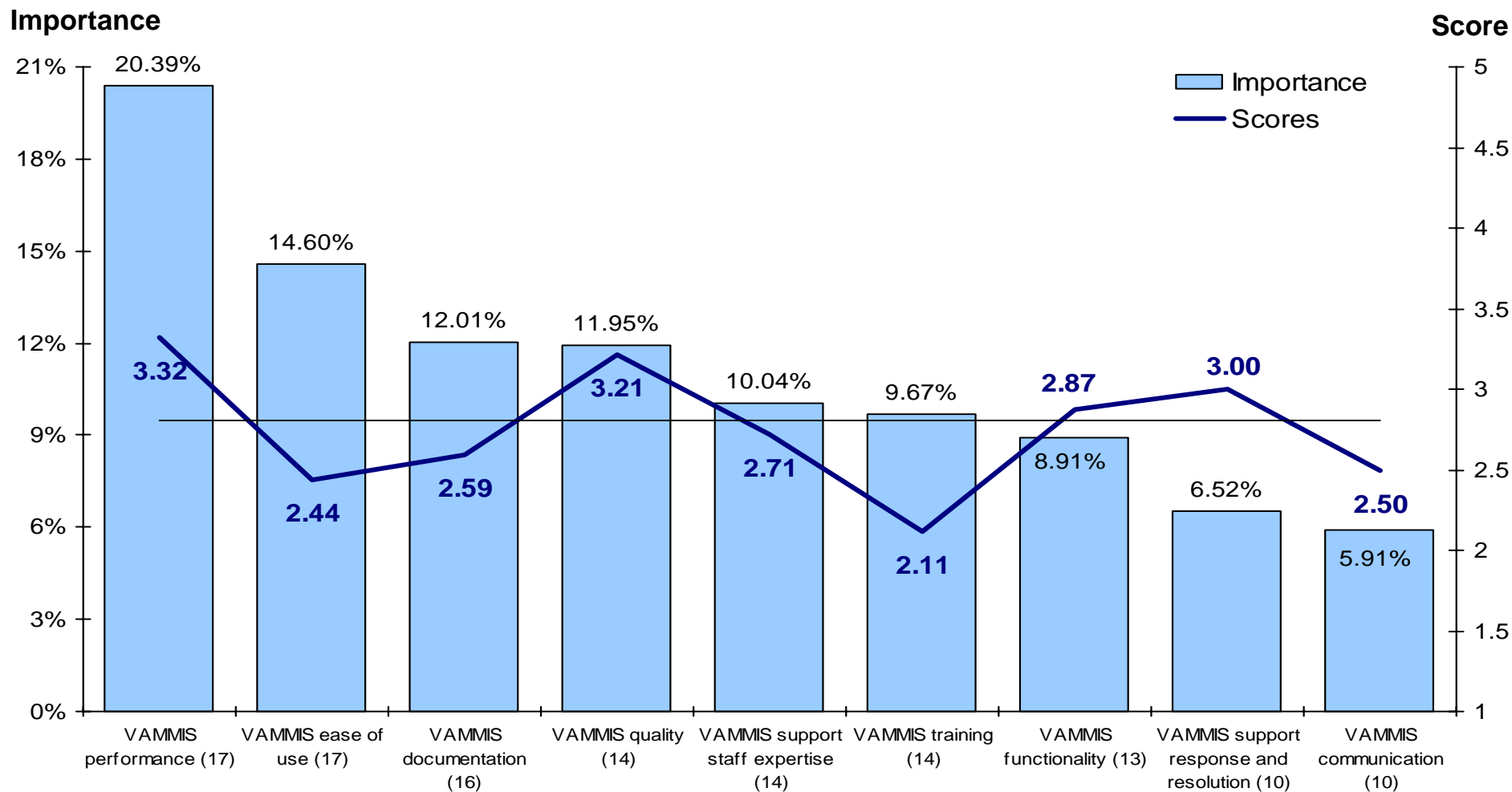
Region: Western (2.88,76)

Importance



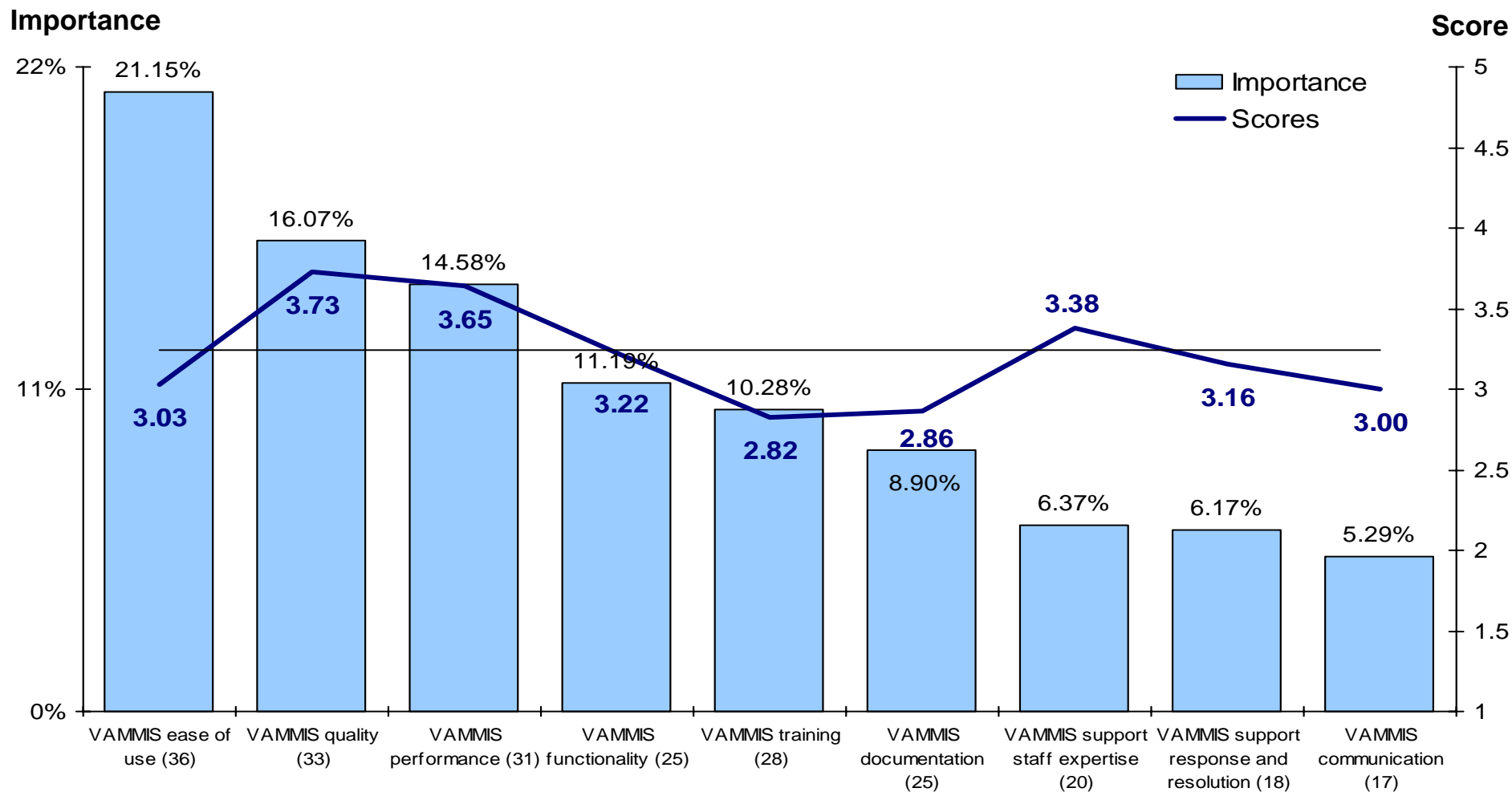
Appendix: VAMMIS

Program Unit: Appeals and Fair Hearings (2.81,18)



Appendix: VAMMIS

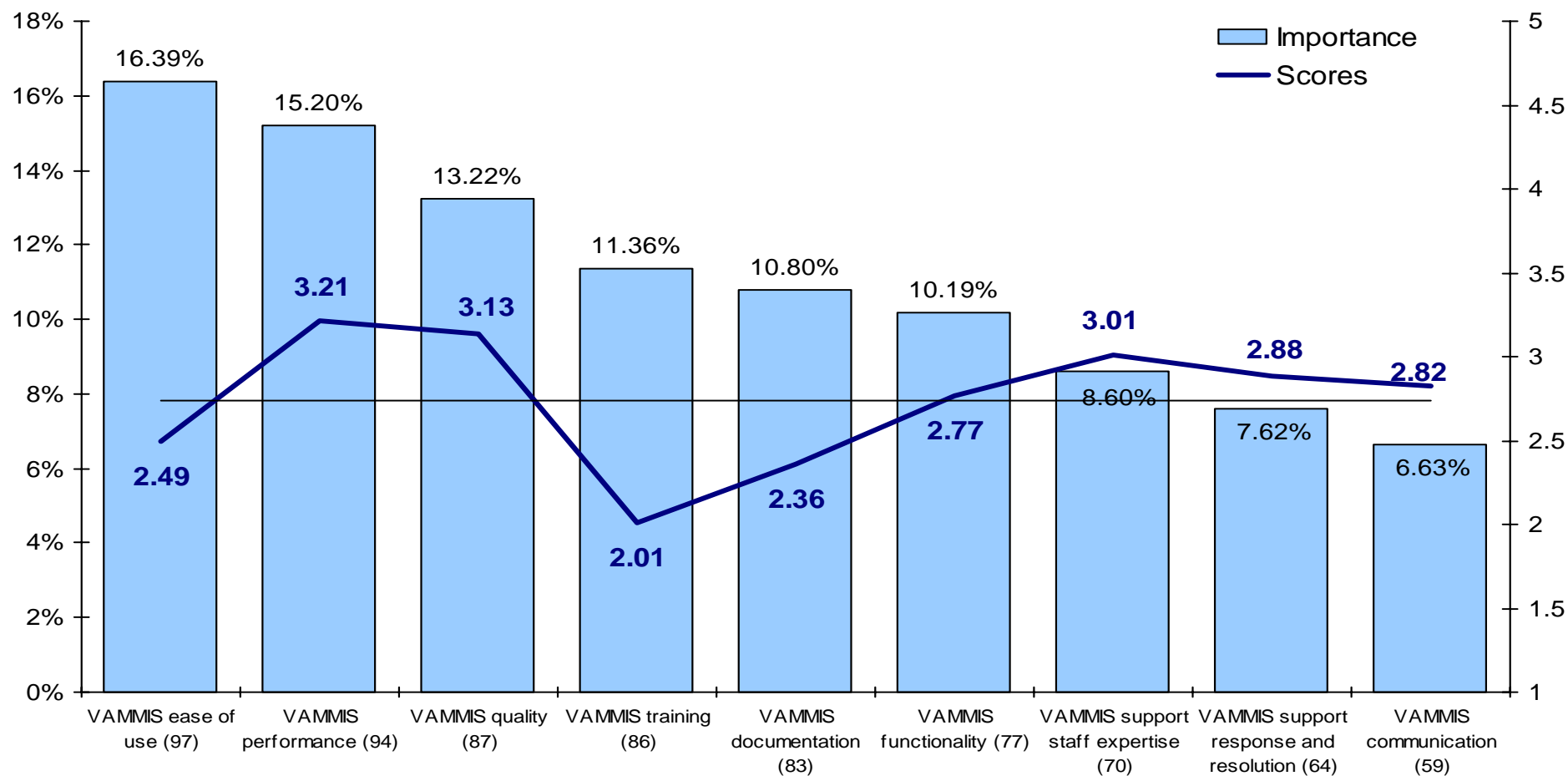
Program Unit: Child Support Enforcement (3.24,39)



Appendix: VAMMIS

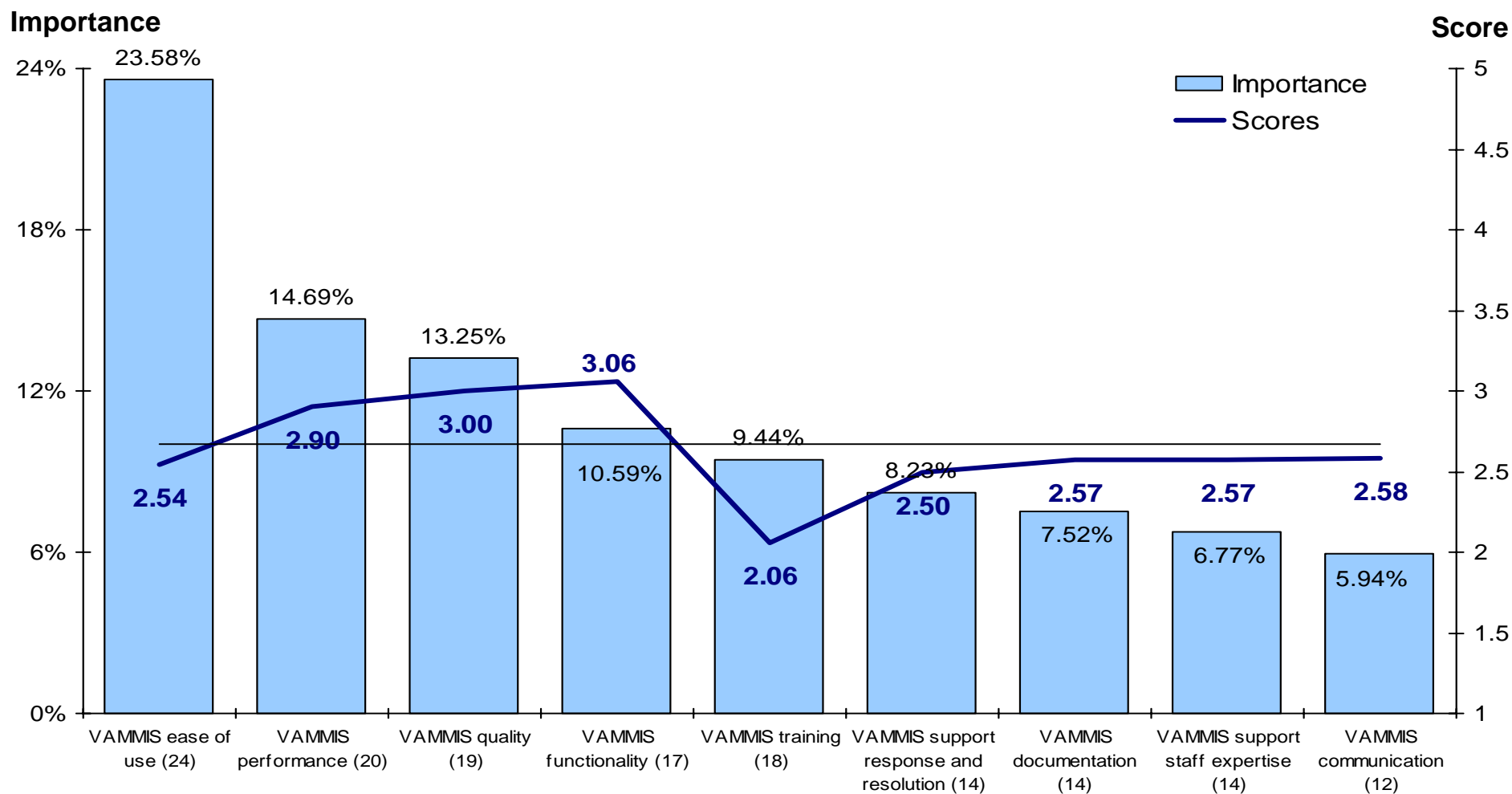
Program Unit: Energy Assistance (2.74,101)

Importance



Appendix: VAMMIS

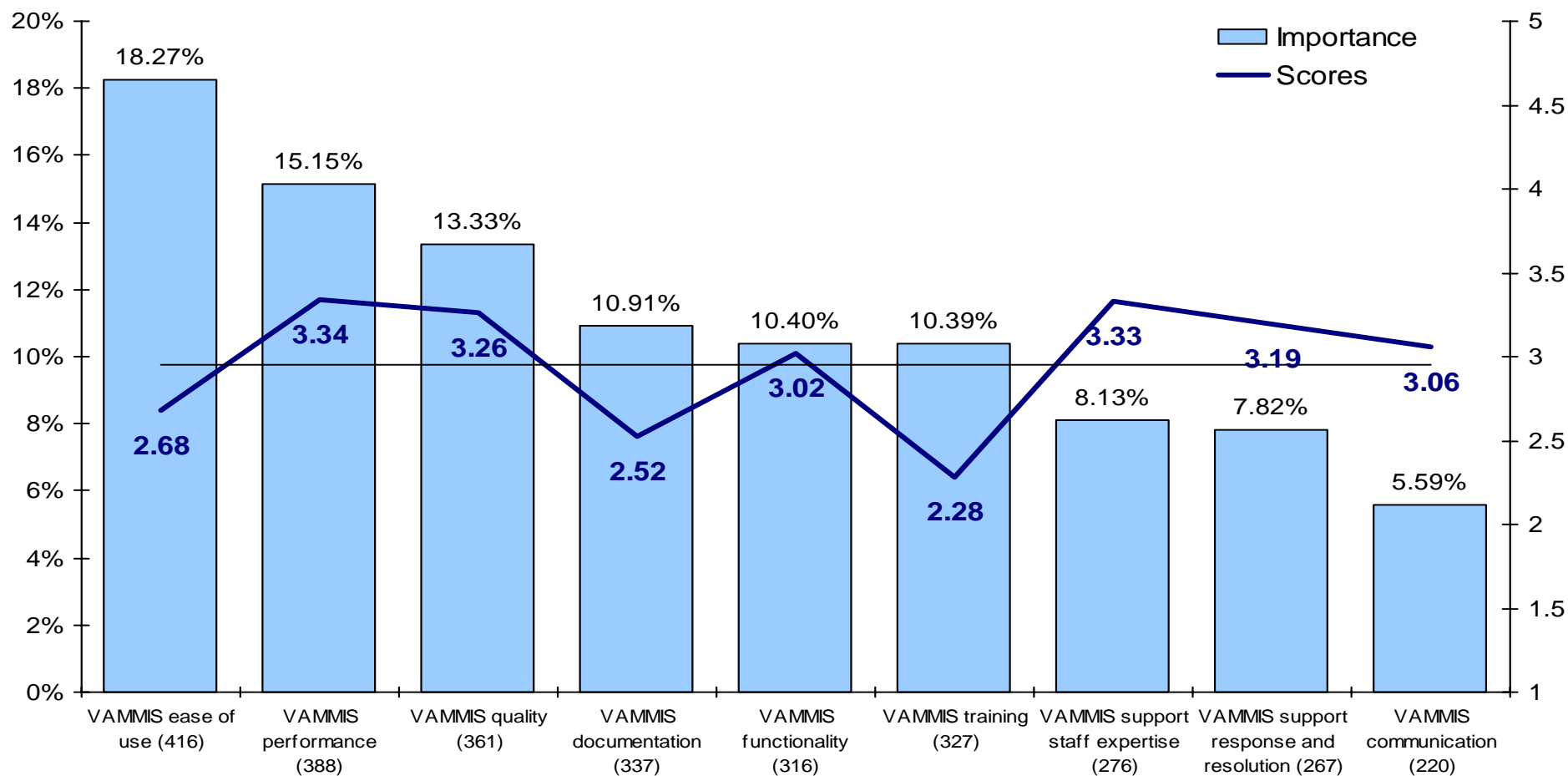
Program Unit: Financial Management (2.67,27)



Appendix: VAMMIS

Program Unit: Food Stamps (2.95,436)

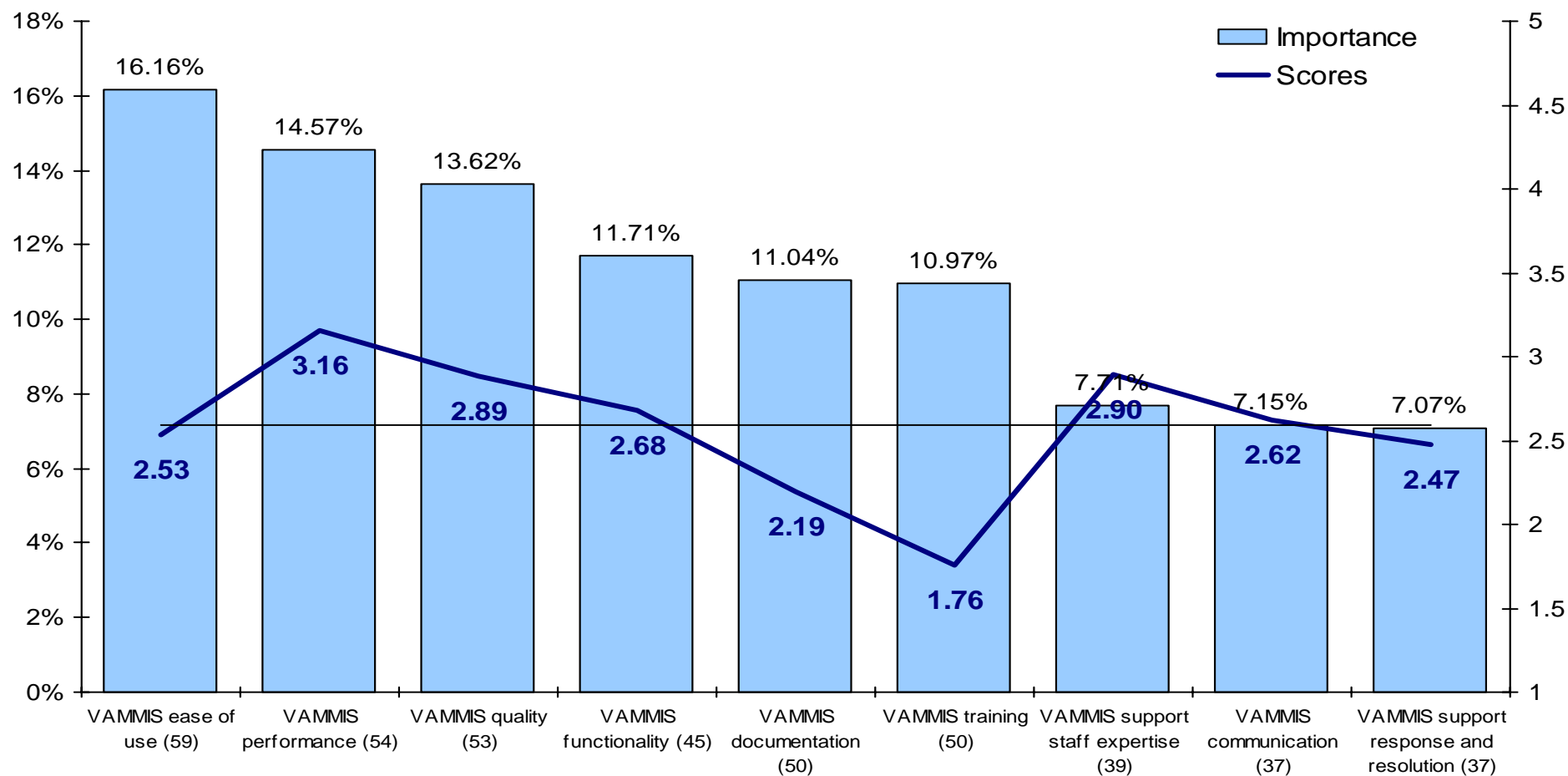
Importance



Appendix: VAMMIS

Program Unit: Foster Care (2.6,61)

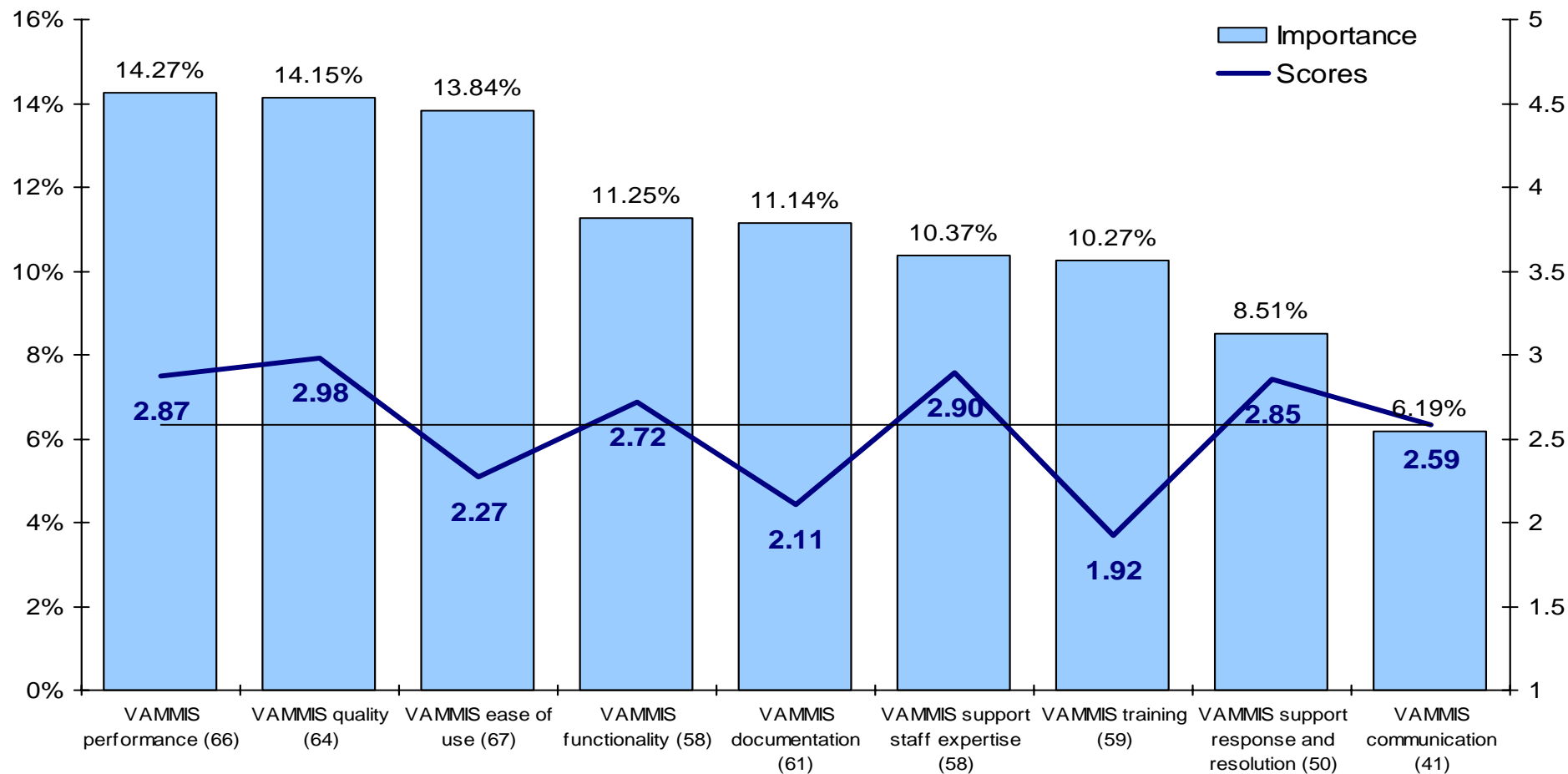
Importance



Appendix: VAMMIS

Program Unit: Fraud (2.59,71)

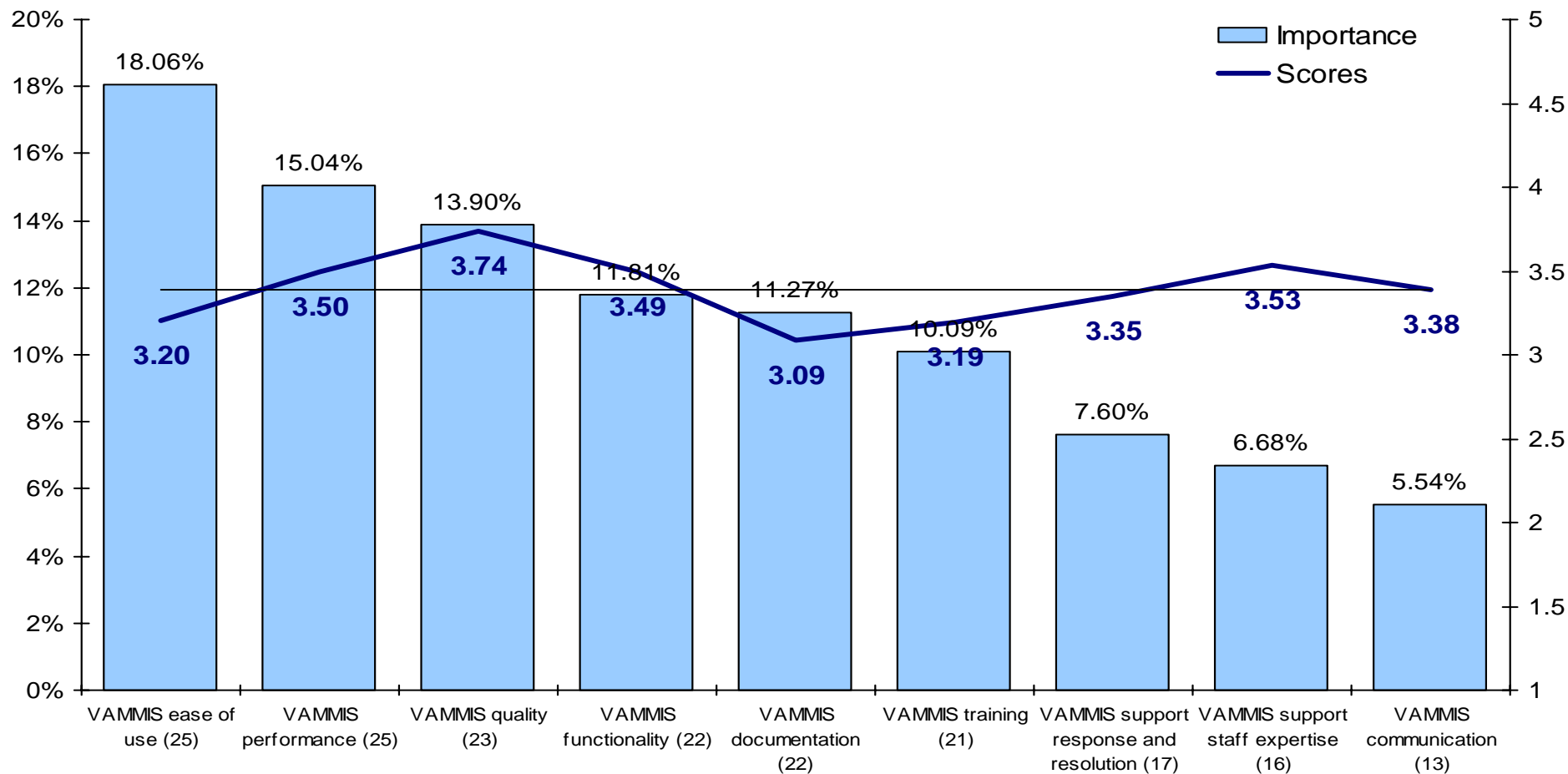
Importance



Appendix: VAMMIS

Program Unit: General Services (3.39,28)

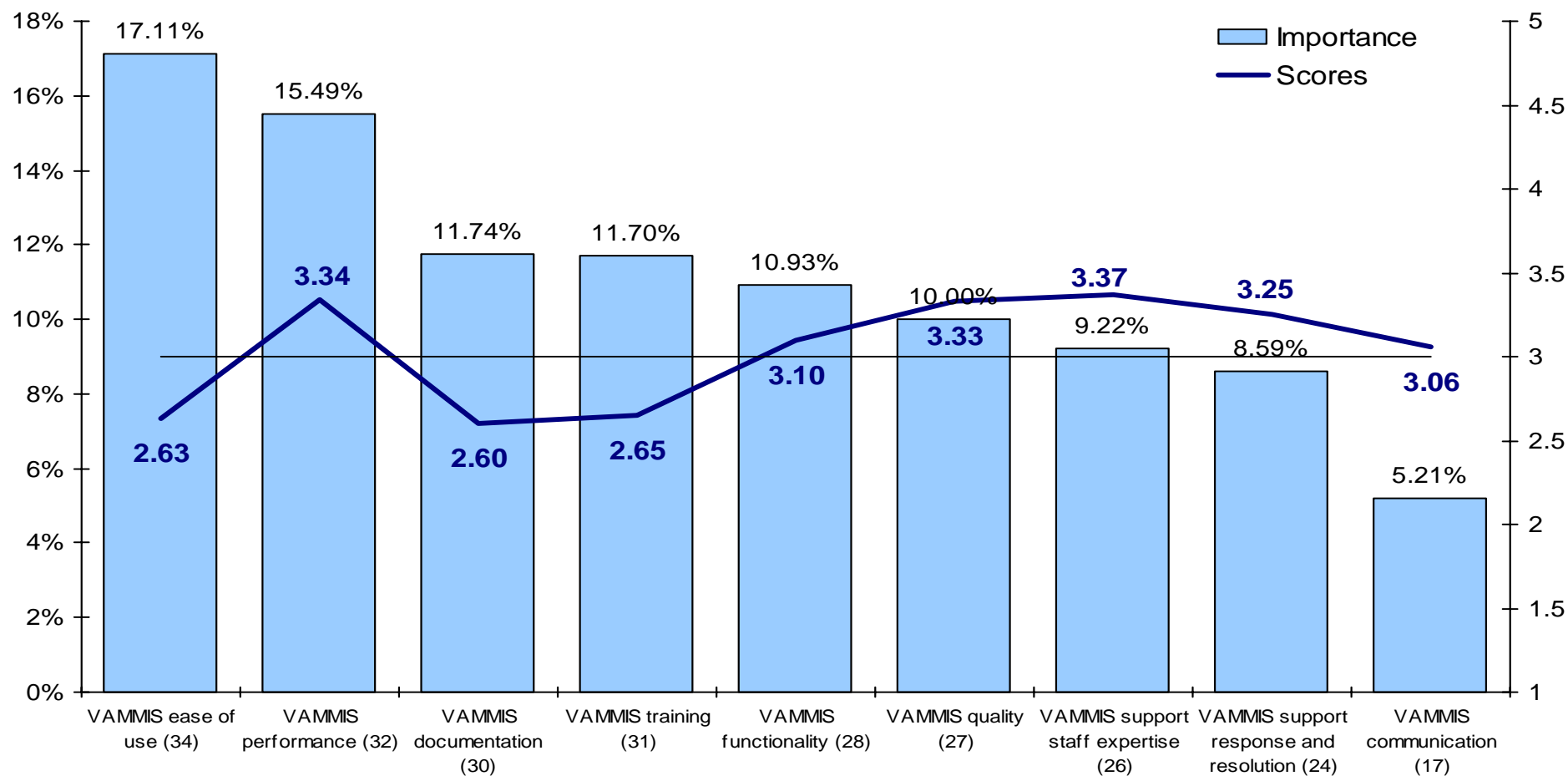
Importance



Appendix: VAMMIS

Program Unit: Generic Services (3,37)

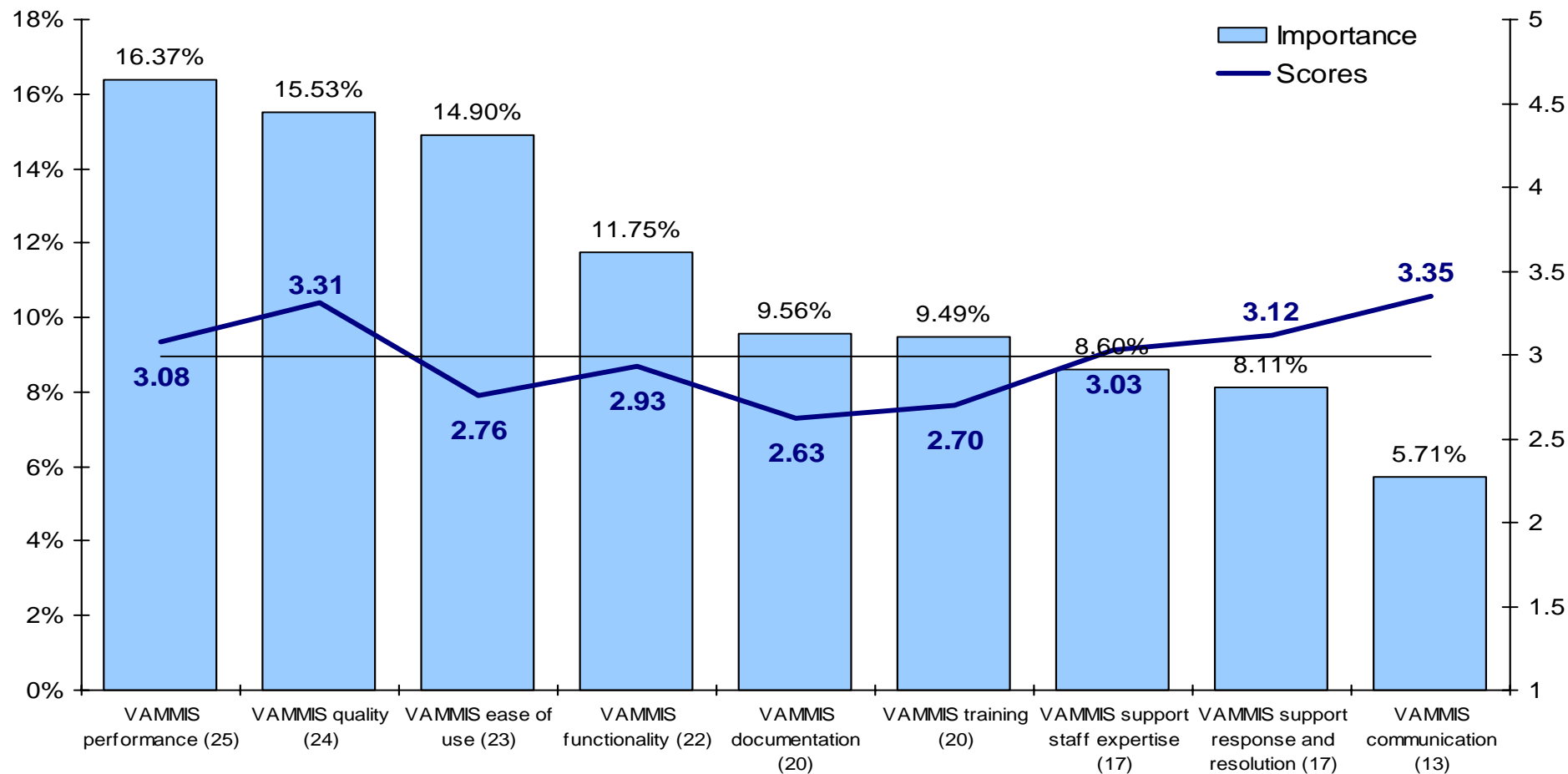
Importance



Appendix: VAMMIS

Program Unit: Information Systems (2.99,29)

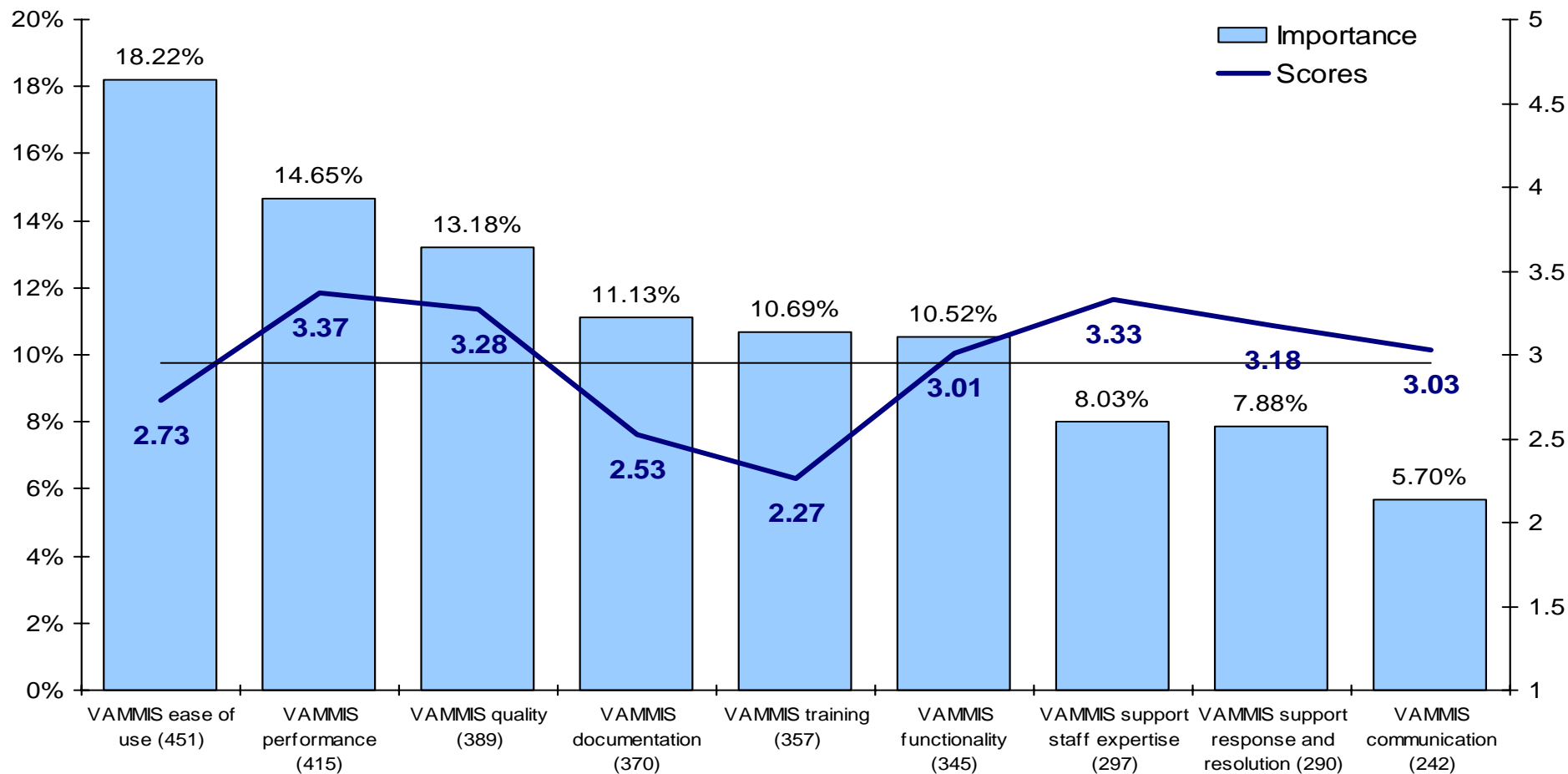
Importance



Appendix: VAMMIS

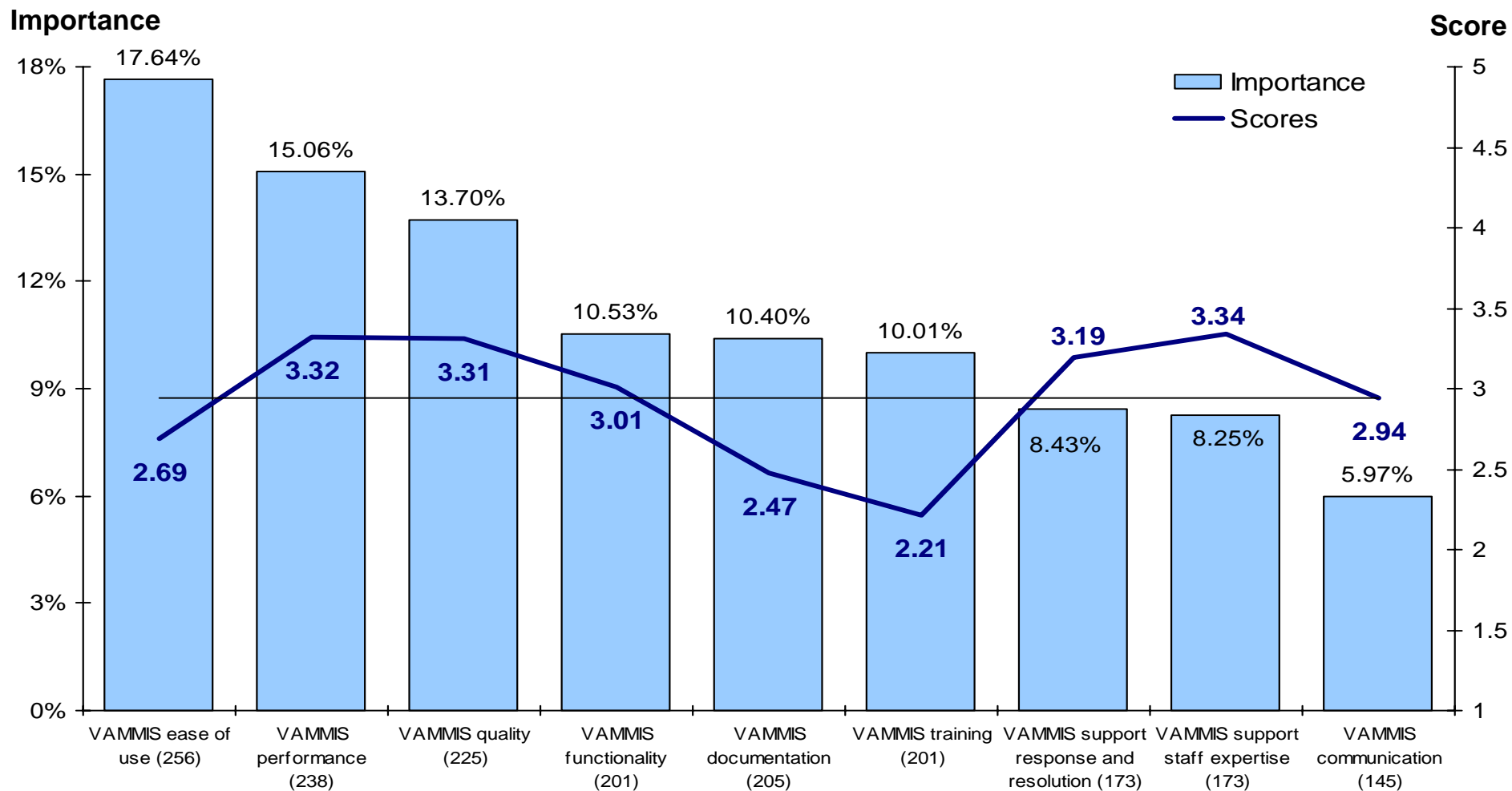
Program Unit: Medicaid (2.95,469)

Importance



Appendix: VAMMIS

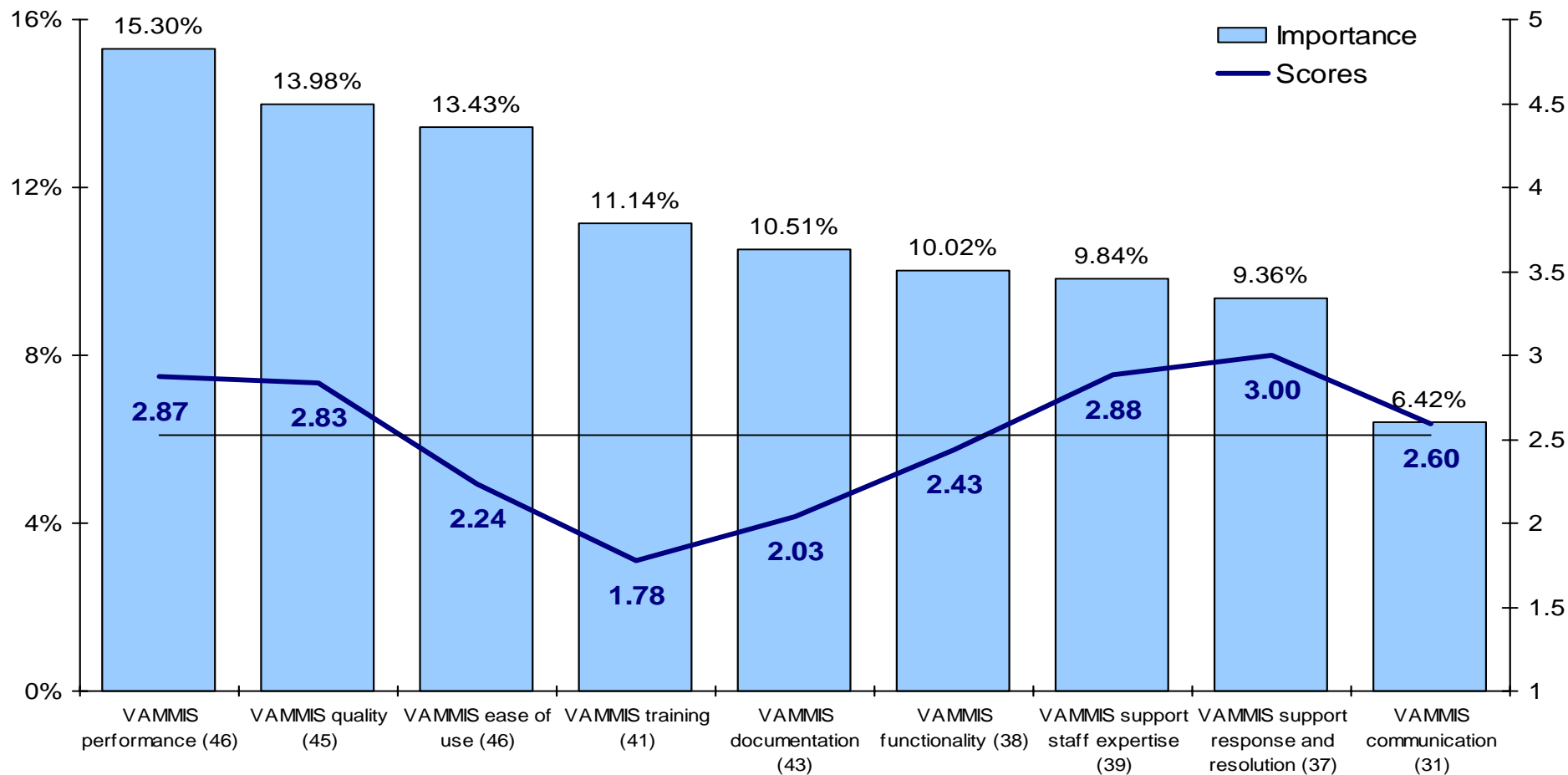
Program Unit: TANF (2.94,268)



Appendix: VAMMIS

Program Unit: Training (2.52,49)

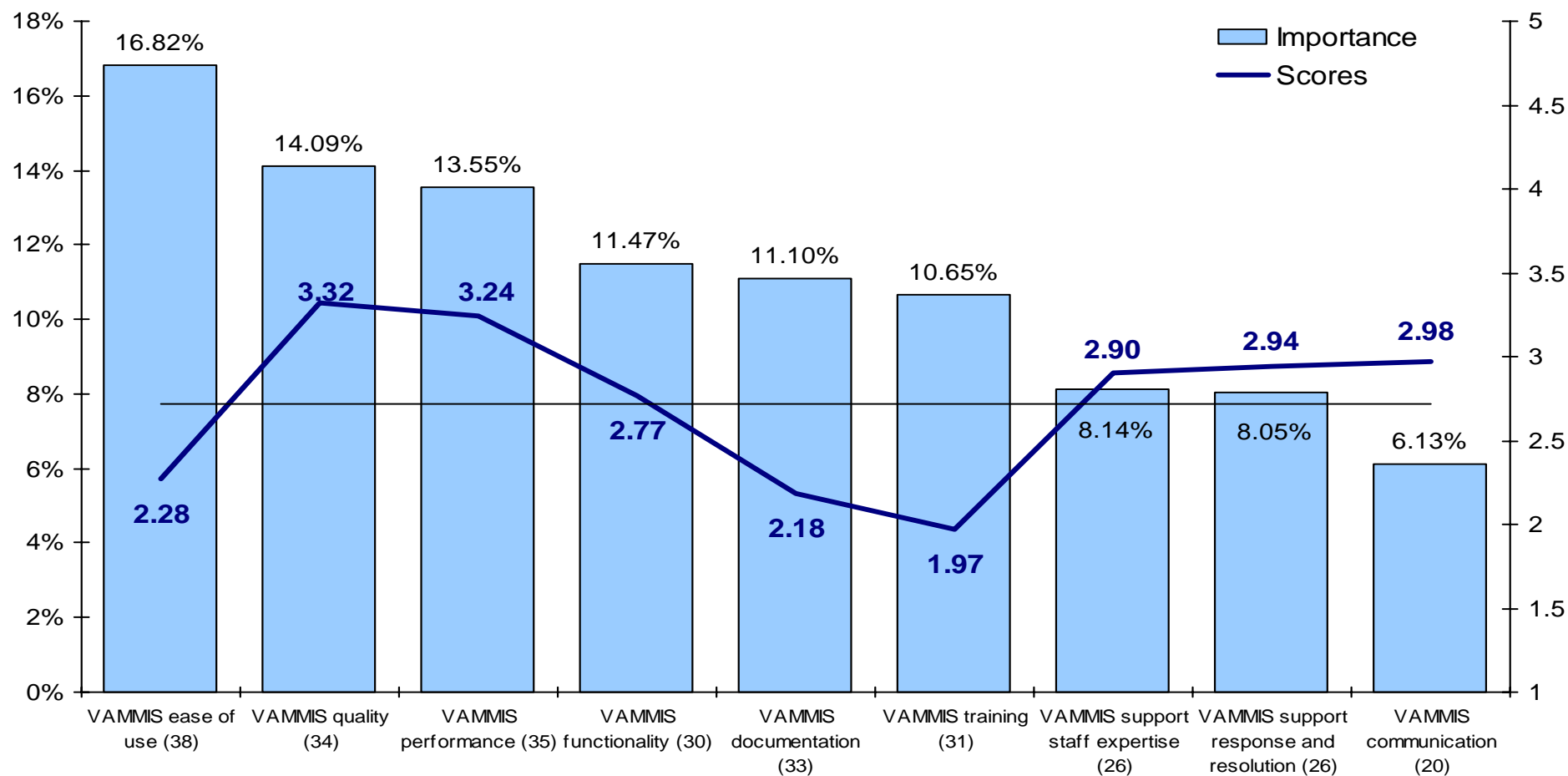
Importance



Appendix: VAMMIS

Program Unit: VIEW FSET (2.72,41)

Importance



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